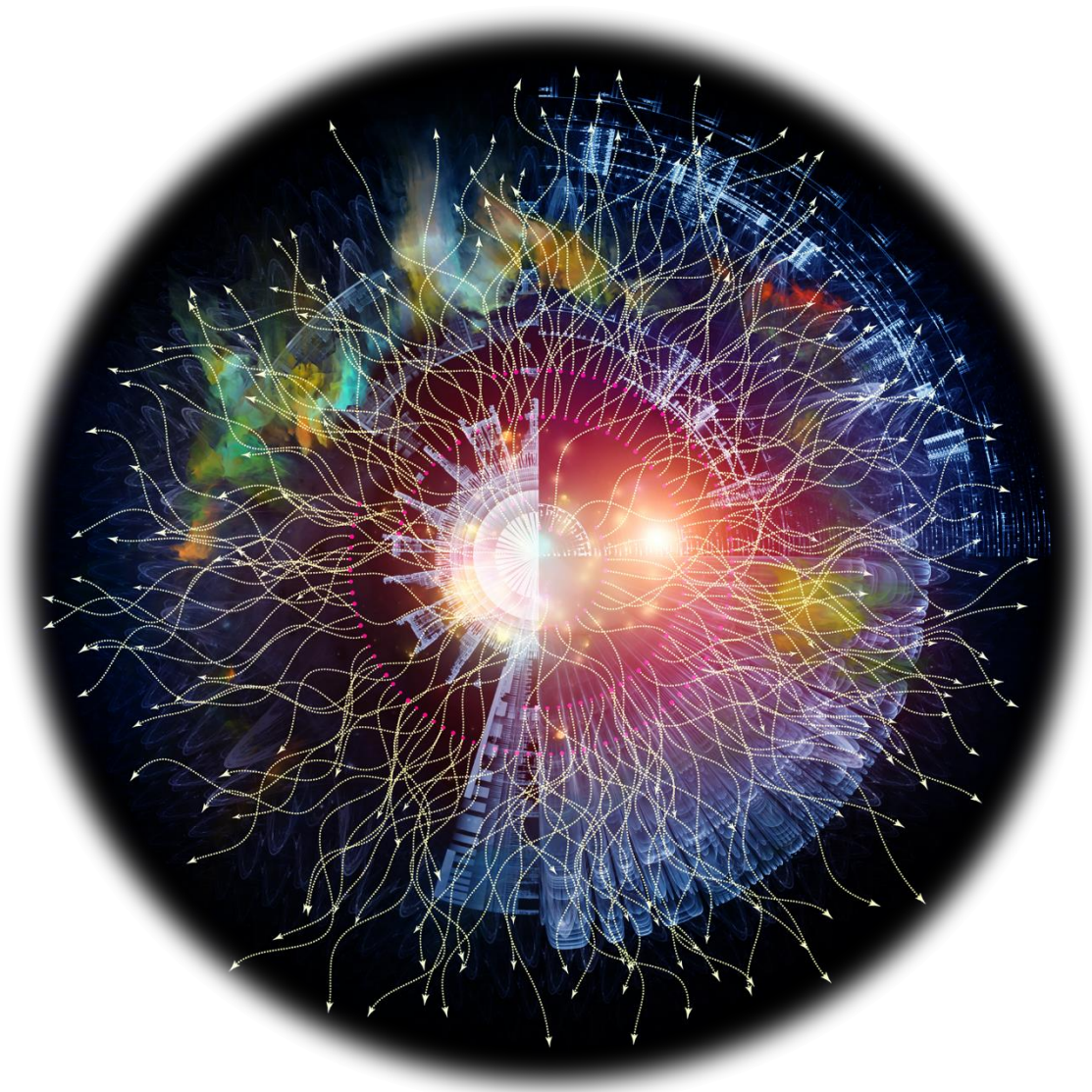




**IBM Maximo Application Suite (MAS) for
Enterprise Asset Management (EAM)
G-Cloud 15 Service Definition Document
January 2026**

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1 Deloitte Overview

As a leader in professional services, Deloitte LLP is committed to making an impact to our clients, our people and for society. We have over 27,000 staff based across the UK providing audit, risk advisory, tax, consulting, financial advisory and legal services to public and private clients across multiple industries. We work together to build trust, support inclusive growth, and build capability, enabled by our **breadth and depth of expertise across advisory, delivery, engineering and managed services.**

Our **public sector practice** serves Central Government, Government Agencies, Local & Regional Government, Defence, Security and Justice, Health and Social Care, Transport, Education and Housing. We also provide services to the Northern Ireland Office, Scottish Government, Welsh Government and Crown Dependencies.

Our Cloud Capability

At Deloitte, we help our clients **Imagine, Deliver and Run** the businesses of the future through the power of **Cloud-enabled Enterprise Asset Management (EAM) and Enterprise Resource Planning (ERP)**. We have deep Cloud architecture, engineering, operational, commercial, and business transformation expertise delivered by a team of more than 26,000 Cloud Practitioners globally. We have delivered over 2,000 cloud implementations over the past 5 years and have 60+ cloud centres of excellence supporting the delivery of cloud services to our clients.

We help our clients with all aspects of their journey-to-cloud and optimisation of their cloud and cloud-services investments. Our Cloud practice can support you to optimise your client investments, and to navigate your organisations cloud journey, providing specialist cloud architecture, engineering, and operational skills at all stages, with a large proportion of our team holding the clearances required to meet your specific security requirements.

Our Enterprise Asset Management Capability

Deloitte can support you throughout your EAM journey. As an IBM Platinum Partner, we offer IBM Maximo Application Suite (MAS) combined with Deloitte's experience helping clients deliver long-term value through large-scale, complex enterprise transformation. MAS is a market-leading Enterprise Asset Management (EAM) solution that enables end-to-end management of assets, from procurement and operations through to maintenance and decommissioning. With Deloitte and MAS, you can better understand asset risk, reduce the cost of operations, and optimise performance.

Our AI Capability

Deloitte stands at the forefront of AI transformation and was recognised as a Leader in the 2025 IDC MarketScape for Artificial Intelligence (AI) services for the fourth consecutive time. Supported by a £3 billion investment in AI, Data, Automation, Cloud, and Cyber, we seamlessly integrate our deep AI expertise with our extensive cloud capabilities. Our UK team is part of 339K AI-fluent practitioners globally, and includes over 1,300 AI specialists and engineers, many of whom hold the necessary security clearances for public sector delivery.

Through the Deloitte AI Institute, our hub for cutting-edge research and innovation, and strategic alliances with leading hyperscalers, we empower public sector clients to optimise costs, streamline processes, and navigate their AI journey. We achieve this by leveraging our ReadyAI™ models, which provide end-to-end support for AI solution implementation, and our Trustworthy AI™ framework, ensuring responsible and ethical deployment.

Our alliances & ecosystems

To bring full value to our clients, Deloitte is a premier consulting partner with all the leading hyper-scale cloud vendors in the market including AWS, Google, Microsoft¹, IBM and SAP. A selection of our partners and alliances are presented below:



What the analysts say

Don't just take our word for it. Deloitte is recognised by the analyst community as being **leaders in cloud transformation services**. This reflects the wealth of experience we have in delivering cloud services across the public sector and wider private sector combined with our out-of-the-box templates, tools and assets.

Gartner

Originating in 2021, Deloitte has been recognised as a Leader in this category for four years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide** in 2021, 2020 and 2019, the previous form of this category.

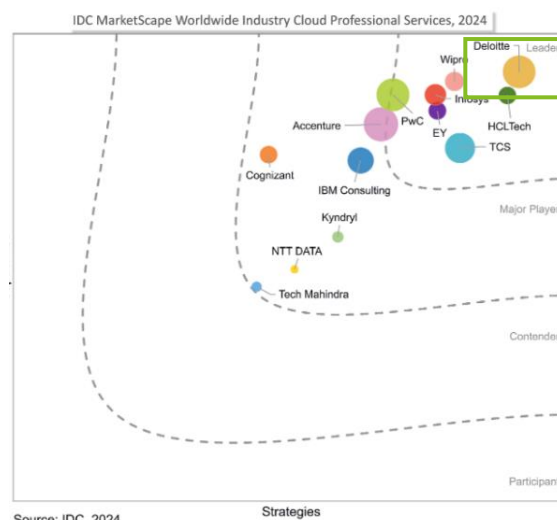


Gartner

Gartner: Magic Quadrant for Public Cloud IT Transformation Services. © Gartner inc. 2025

IDC

Deloitte has been awarded Leader status in the **IDC MarketScape: Worldwide Industry Cloud Professional Services 2024** Vendor Assessment. We have also been recognised as Leaders in **Hybrid IT Consulting & Integration Services** and **Software Engineering Services**.



Source: IDC, 2024

IDC MarketScape: Worldwide Industry Cloud Professional Services Vendor Assessment © IDC inc. 2024

Cloud Transformation

Transform Faster, Transform Smarter

Deloitte's Cloud Transformation can fast-forward your journey to the Cloud, unlocking innovation, efficiency, and growth.

[Find out more here](#)



¹ As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business building technical skills and capabilities to develop world-class consulting and solution delivery capabilities.

2 Service Overview

Features:

- Comprehensive and scalable Enterprise Asset Management (EAM) solution
- Unifies EAM, CMMS, CAFM functionalities on one platform.
- Optimises asset lifecycle management from acquisition to disposal.
- Manages work orders, planning, and scheduling efficiently.
- Controls inventory, spare parts, and procurement processes.
- Streamlines preventive, corrective, and predictive maintenance.
- Integrates IoT data and Artificial Intelligence for predictive maintenance.
- Offers powerful analytics and reporting for asset insights.
- Provides robust mobile applications for field operations.
- Highly configurable to meet diverse industry requirements.

Benefits:

- Maximise asset efficiency, performance, and output.
- Prolong asset lifespan, significantly boosting return on investment.
- Minimise costly downtime, elevating operational productivity.
- Cut maintenance expenses, optimising resource allocation effectively.
- Automate processes, proactively preventing expensive asset failures.
- Drive informed decisions through real-time, actionable insights.
- Strategically prioritise tasks, enhancing comprehensive asset planning.
- Ensure regulatory compliance, effectively mitigating operational risks.
- Enhance safety, ensuring adherence to all regulatory requirements.
- Enable swift, informed decisions via mobile access anywhere.

3 Detailed Service Description

Introduction

Discover the transformative power of the alliance between Deloitte, the world's largest management consultancy, and IBM, a leading technology pioneer. By tailoring solutions to client needs, we make a profound impact in helping clients overcome challenges, drive strategic evolution, achieve sustainability goals, and enhance public sector services.

Technological advancements make it easier than ever to monitor the usage and condition of physical assets and real estate. Deloitte's asset lifecycle management and predictive maintenance solutions, powered by IBM Maximo Application Suite, evolve in parallel with the future of work. This can help you enhance asset and real estate performance by:

- Better understanding your portfolio and monitoring portfolio performance including Internet of Things (IoT)-enabled condition and performance data.
- Applying AI to anticipate how asset systems and spaces will act and how assets will perform.
- Optimise the planning and delivery of work including procurement, inventory, logistics, and field-force.

How can we help?

Deloitte can support your entire MAS upgrade journey, from defining a business case for MAS, MAS readiness assessment, upgrading to MAS, and utilising MAS effectively.

- MAS business case. Define business case for MAS upgrade based on existing and future EAM (enterprise asset management) and CMMS (computerised maintenance management software) requirements.
- MAS readiness assessment. Perform a MAS readiness assessment of existing Maximo installation for cost, time, and effort.
- MAS application point conversion. Support and consult in discussions with IBM for MAS App Point conversion.
- MAS deployment infrastructure. Support in arriving at the right MAS deployment infrastructure decision – MAS SaaS, MAS Dedicated, Public cloud hosting, third-party hosting, and others – clarity of which we offer to complement this decision.
- MAS upgrade. Upgrade MAS using Deloitte's MAS upgrade framework with minimal impact on existing operations.
- MAS utilisation. Assist utilisation of new MAS modules – Maximo Mobile, Monitor, Health, and Predict – to drive value.
- MAS change management and support. End user adoption and support for MAS; and transition of MAS support to your support teams.

Benefits of MAS

MAS can significantly boost user adoption, extend asset lifecycle and increase operational efficiencies, including:

- Ultimate flexibility and scalability with MAS's cloud-native architecture. Deployable on your choice of public, private, or hybrid cloud environments, ensuring your EAM solution grows with your business.
- Maximise your asset Return on Investment (ROI) through advanced Asset Performance Management (APM). Leverage MAS Monitor, Health, and Predict to gain deep insights, predict failures, extend asset lifecycles, and significantly reduce maintenance costs.
- Providing a modern, intuitive mobile experience that enhances data accuracy, streamlines workflows, and empowers your field force teams on the go.
- Unlock greater value and adaptability from your EAM investment; MAS App Points provide the flexibility to access a broader suite of Maximo capabilities as your needs evolve, ensuring your licensing strategy supports growth without unnecessary expenditure.

- Boosting user adoption and efficiency with a modern, intuitive user experience, designed for ease of use and reduced training time across all roles.
- Reducing IT overhead and ensure continuous innovation with simplified upgrades and maintenance, thanks to MAS's cloud-native architecture.
- Unlocking the power of AI, IoT, and Digital Twin technologies to gain deeper insights, automate processes, and enable predictive asset management strategies.
- Achieving end-to-end asset lifecycle mastery, managing every stage from planning to decommissioning for maximum value extraction and compliance."
- Streamlining operations with fully integrated EAM capabilities, unifying work order management, preventative maintenance, inventory, and procurement to eliminate data silos.
- Driving smarter decisions with powerful analytics and reporting, gaining real-time visibility into asset performance, costs, and operational bottlenecks.

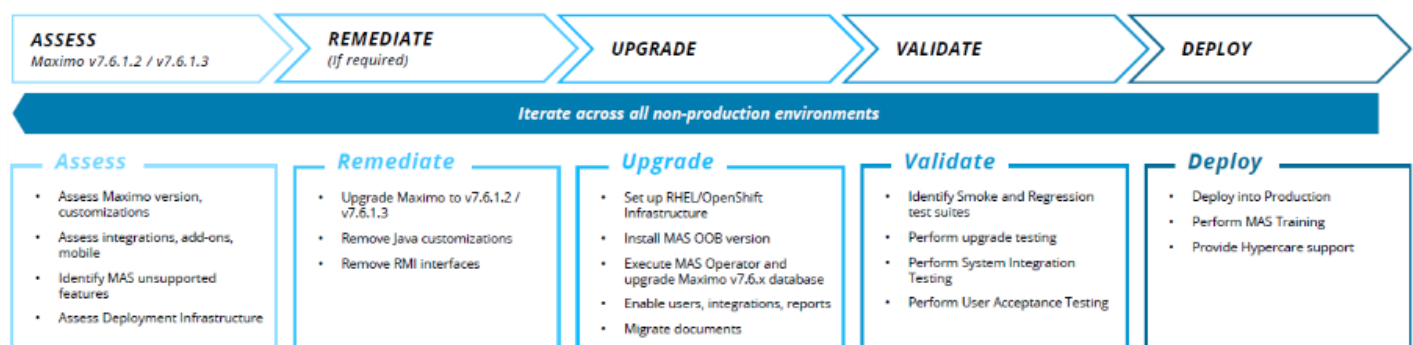
Why Deloitte?

- Our marketplace success is evidenced through our industry accolades, analyst recognition and rich list of clients in various industries.
- We have hand-picked a team of experts with experience in transformation, with an in-depth knowledge of process, data, reporting and technology.
- We pride ourselves as a Maximo delivery partner that executes with distinction. Our laser focus on business outcomes, systemic project management approach and industry leading methodology to get stakeholders aligned will ensure your desired outcomes are achieved in a timely manner.
- We are ready with our MAS team, accelerators, project plan, approach, sample deliverables and workshop schedule. We can hit the ground running on day one.

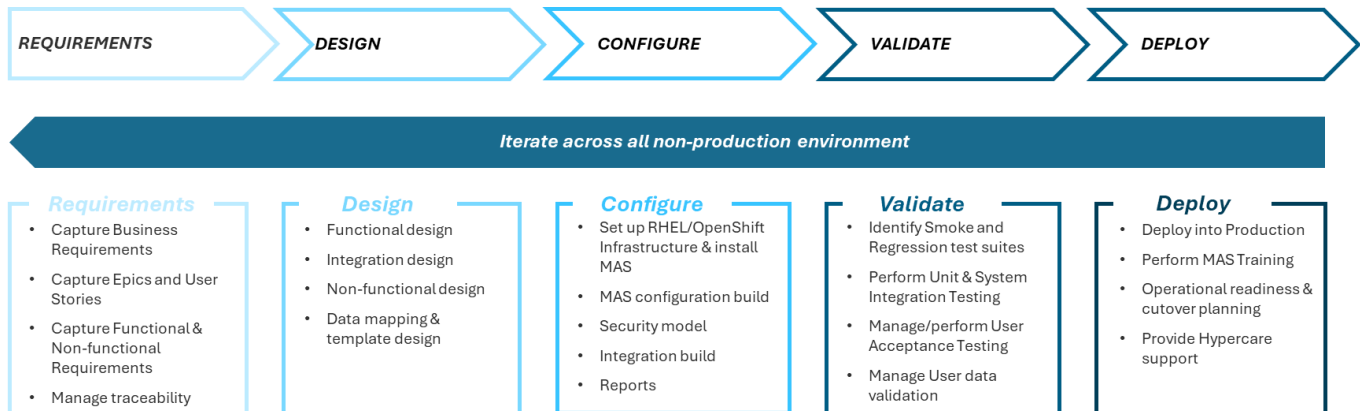
Our Approach

Deloitte's approach is based on IBM's proven MAS process and tools. Our frameworks capture and validate unique Maximo configurations and integrations during each iteration prior to the final upgrade of the production environment. Whether you are an existing Maximo user who is upgrading to the latest version of MAS; or replacing a legacy system with MAS for the first time; we have a framework for you:

Our Upgrade Framework



Our Re-platforming Framework



Our Experience

As a Platinum IBM partner, Deloitte has helped clients around the world realise benefits from the successful digital transformation and adoption of from MAS. This includes human-centred design approaches; integration with existing systems; and incorporating artificial intelligence (AI) and Internet of Things (IoT) technology to support asset monitoring, asset health, predictive maintenance, and reliability planning.

- 1. Retail and Logistics:** Deloitte helped redesign asset maintenance operations for over 100 nationwide sites using the IBM Maximo Application Suite (MAS). Deloitte helped:
 - Redesign work management processes including inventory management, procurement, work management, and scheduling to drive uniformity across business units.
 - Implement MAS: Redesigned processes included configuring API-based integrations using the Maximo Integration Framework to improve data flow between MAS and the client's other enterprise systems. Business Unit leaders now have access to consolidated dashboards via automated API integrations, enabling better decision-making and oversight.
 - Implement MAS Mobile: MAS Mobile functionality helped enhance service requests, inventory management, and work order management, so maintenance teams could track tasks in real-time using mobile devices. Over 500 staff members use MAS Mobile, benefiting from standardised processes and reduced manual data entry.
 - Preserve data: Deloitte helped migrate data from legacy systems to MAS, preserving historical data and making it accessible within the new system. For example, teams can now utilise asset warranties and meet compliance requirements on time, reducing costs and ensuring timely regulatory compliance.
- 2. Multi-utility (Electricity, Gas, Water):** Deloitte led an upgrade to MAS 8. This provided the client with:
 - Improved performance, new features, and better integration with modern technologies.
 - Improved scalability, security, and cost efficiency.
 - Seamless business continuity: Deloitte helped the team maintain uninterrupted business operations during the critical go-live and post-go-live phases.
 - Advanced maintenance capabilities: our mobile solution and Maximo Health module improved the organisation's predictive maintenance capabilities.
 - Expansion and integration: The solutions were successfully rolled out to new acquisitions, ensuring consistent and efficient operations across the organisation.
- 3. Electricity Operator:** Deloitte helped design and implement MAS using a human-centred design approach. This included integration across two data centres; API management, automation, and data management; handled system integration; and architecture of new core technology platforms including:
 - Geospatial to provide a digital twin for virtual representations of real-world assets and locations to aid logistical decisions.
 - Field mobility for improved asset data from the field.
 - Customer Relationship Management and finance systems for improved data management.

- 4. Aerospace Supplier:** Deloitte delivered comprehensive IBM Maximo infrastructure and application services, including:
- Maximo infrastructure management: This included deploying server patches, application server and database upgrades/patches, and environment management.
 - Application support: Deloitte's support team handled error analysis and reprocessing, resolved user-reported issues, configured and deployed minor enhancements, and provided end-user business support for queries.
 - Incident, problem, and service request management: The team managed incidents, problems, and service requests efficiently and minimised disruption to operations.
 - Maximo Application Suite (MAS) upgrade analysis: Deloitte provided critical analysis for a mandatory MAS upgrade, preparing the organisation well for future enhancements.

4 Contact Details

Please send your requirement to publicsectorbidteam@deloitte.co.uk. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

- Your organisation name
- The name of this service
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work.



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