# Insider's Guide to MAS AppPoints Conversion

As you upgrade from previous versions of IBM Maximo to Maximo Application Suite (MAS), one of the many decisions you'll need to make is how to structure your user licenses.

With MAS, IBM has shifted to an AppPoint licensing model where users are assigned a certain number of AppPoints based on their access level and the features they use. Users consume AppPoints either when they log in and access different MAS applications (Concurrent) or when AppPoints are directly assigned to a user (Authorized). In both cases AppPoints are being deducted from a shared pool.

Certain applications in the suite, such as Health and Predict, may also consume AppPoints from the shared pool, allowing you to grow into advanced functionality when you're ready.

It takes some effort to optimize your license mix. Operations and IT teams must collaborate to understand the new licensing model and how to apply it in the context of your business requirements and technical environment.

As your MAS services and implementation partner, Cohesive works with you to optimize the number of AppPoints you require, so you're not paying more than you should.

In this guide, you'll find details about how AppPoints works and some insider advice we've learned after helping customers like you upgrade to MAS.

**Go into the decision with your eyes open.**

The number of required **AppPoints** vary based on the type of license and the level of user

## Authorized vs. Concurrent licenses

An Authorized license is for an individual user, meaning only that named person can access the system.

The AppPoints assigned to this user will forever be available to them

**VS**

Concurrent licenses are shared among users based on simultaneous access. A Concurrent AppPoint allows any user to access the system as long as the total number of logged-in users doesn't exceed the purchased Concurrent license limit period.

## User levels, aligned to the specific access each requires

### Self Service User

**Free** 0 AppPoints

**Self Service Applications**

- Service Requests
- Deskop Requests
- Requests (Oil & Gas)
- Create/Review Incidents (HSE)
- Vehicle Requests (Transportation)
- Graphical Appt Book (Scheduler)
- Bill Review (Service Provider)
- Assist

### Limited User

**Concurrent** 5 AppPoints
**Authorized** 2 AppPoints

**3 Modules**

- Manage (Linear, Cal, Spatial)
- Manage Industry Solutions
- Manage Add-ons

**Mobile**

- Maximo Mobile
- 3rd Party

**Monitor**

### Base User

**Concurrent** 10 AppPoints
**Authorized** 3 AppPoints

**Manage**

**Additional Manage**

- Linear
- Caliberation
- Spatial (requires install)
- Scheduler

**Health**

**Basic Admin**

### Premium User

**Concurrent** 15 AppPoints
**Authorized** 5 AppPoints

**Manage**
**Industry Solutions**

- Oil & Gas, Aviation, Transportation, Utilities, Nuclear, Civil Infrastruture

**Add-ons**

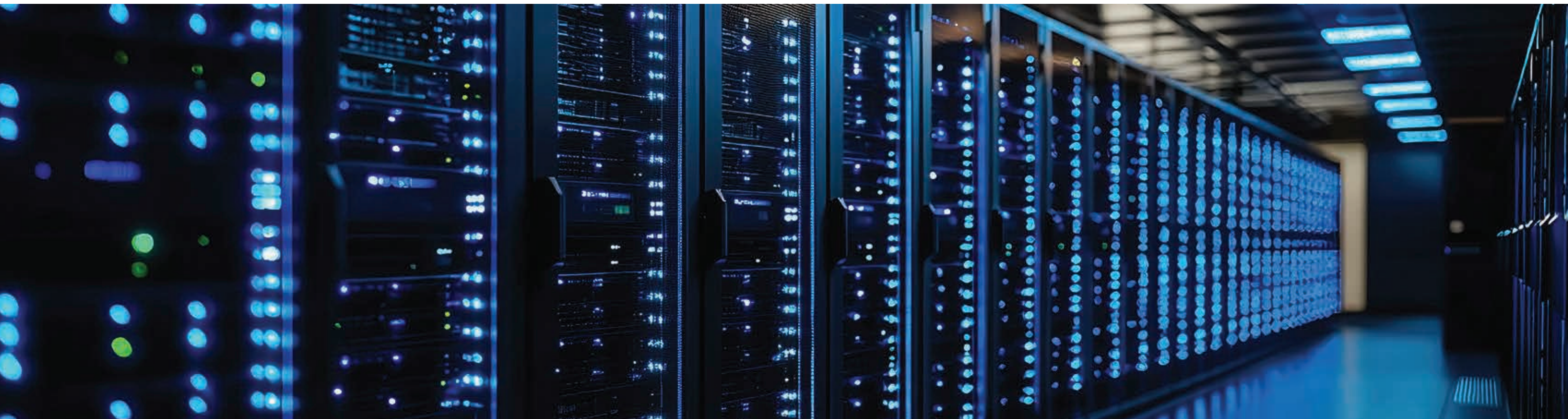
- Asset Configuration Manager, Service Provider, Health Safety & Environment Manager

**Predict**

**Visual Inspection**

**Premium Admin**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Install - 1 AppPoint** (x multiplier) | **SAP/Oracle Workday Connector** (x80) | **Spatial** (x20) | **Civil infrastructure** (x50) | **Visual Inspection** (x45) Edge (1) | **Assist** (x150) | **Health & Predict Utilities** (x60) | **Optimizer/ Optimizer Limited** (x220) / (x60) |



## How many AppPoints do you need?

Right-sizing your AppPoints isn't a straightforward calculation. It must account for the number and type of users, your schedule and work structure, history, future plans, and risk tolerance.

As a simple example, let's assume you operate across three distinct time zones with a single shift from 8am-5pm and 20 field engineers per region, per shift. If you were to assign authorized licenses to all 60 users under the Limited User category, you would need 120 AppPoints (20x3x2). Moving over to a concurrent model assuming a 1:3 ratio, you would need 100 AppPoints (20x5), which provides roughly a 20% savings.

Occasionally this 1:3 ratio is correct. But, some organizations could be a lot leaner with licenses than what they may think. We've often seen customers running leaner than the prescribed ratio, depending on their specific operating context.

The proportional mix of licenses (Concurrent or Authorized) that you're allowing people to use might increase or decrease this ratio. If you have more Authorized users, that ratio would increase. As you move toward concurrency, you should see the ratio decrease.

## Balancing cost and risk tolerance

You can think of your concurrent AppPoints like a fleet of buses. If you have excess AppPoints, the buses aren't full and wasting resources. If you want to run lean, you'll save money, but at certain times or on certain routes, you'll likely have people standing in line, waiting their turn.

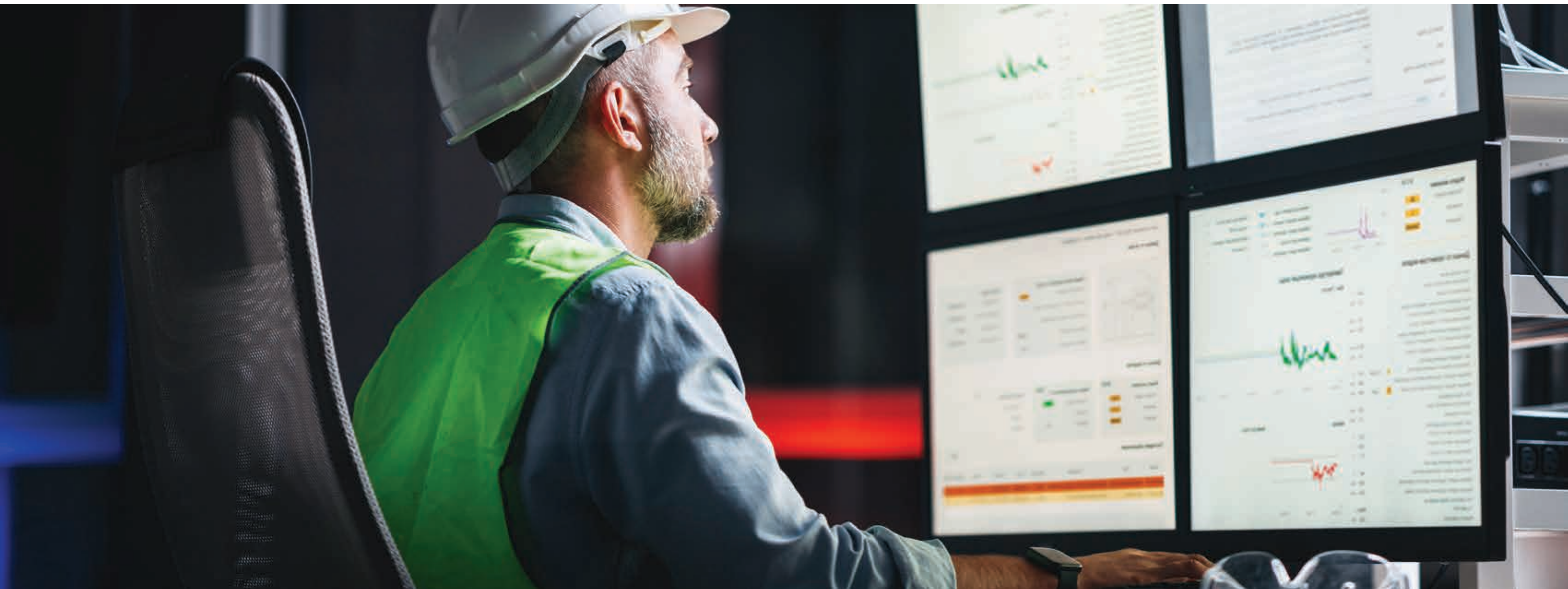
How long are you willing to have people wait?

If a user can wait five or 10 minutes until they need to access MAS, they can be in the Concurrent group.

A technician might be more conducive to a Concurrent license. They may work in shifts or need to travel between jobs.

Others, like maintenance planners or supervisors, can't wait. If something goes wrong, they need to immediately check workloads and backlogs to identify what it is. If your back office administrative staff can't log in, they can't do their work. They need Authorized licenses.

Once we understand your tolerance, then we can optimize your license mix.



## Analyzing usage data for imformed decisions

License checks help us understand your current consumption. We look at how many of what types of users are logging in and logging out, and how long they typically spend in the system.

Your history tells us how you've been using Maximo over time. You'll want to review a long-running history of user sessions so you can understand seasonality and the impact of any other important business or IT changes. We typically review as long a period as is available.

One helpful tactic is to analyze peak concurrency. Then you can check to see the greatest number of users that have ever logged into your system at the same time.

**Tip: MAS stores information about user sessions in MongoDB. The LOGINTRACKING table in Manage tracks Manage users only.**

A more aggressive but somewhat crude approach is to enable a feature on Maximo that tells you when someone was denied access because the system was at capacity.

Once we understand the total number of potential licenses required, we can assess which should be Concurrent vs. Authorized, and within those groups, which ones need which license type (Self-Service, Base, Limited, or Premium).

Figuring out the level can be difficult because there is no one-to-one relationship of user permissions or entitlements from Maximo to MAS. We leverage a tool that analyzes all applications someone currently has access to and assigns them to a user level.

## Considering future needs

Once we know your history, then we consider your plans. Are you opening up a new plant? Shutting down a mine? Will your shift schedules change? You'll want to have enough AppPoints available as you grow and start to use more MAS modules and capabilities.

## Checking benchmarks

We also compare your history and goals with organizations that are similar in terms of industry, type of downstream customers, size of asset inventory and technician workforce. This provides a good reality check to see if we're following the right course.

## Clean up before you make the move

During this analysis, we often find opportunities to clean up unused or orphaned licenses. Often, we find licenses tied to people who have left the organization or ones that were used in test environments but not in production. We also may find that a user has been allocated a higher-level role than needed and their access can be decreased, with a cost benefit.

## Optimizing the ratio

For Cohesive customers, we provide a budgetary cost analysis and present options to optimize the cost of your licenses. We can use several levers to optimize the ratio of license types according to your budget and risk tolerance.

For example, let's say that you need 300 AppPoints. If you want to be conservative and avoid people waiting for the bus, you may want to increase your purchase by 10-15%. But, if you want to run lean, you should go forward with 300.

**Tip: When you're upgrading to MAS, the initial purchase of AppPoints will be the lowest you should expect to see from IBM. Expect that every AppPoint thereafter is going to be more expensive.**

Therefore, you want to overshoot a bit. And, if your business is changing a lot, say one location is down for a bit, but two new ones are coming online, it will be more cost efficient for you to purchase the maximum amount of AppPoints you'll ultimately need, because you can get a volume discount, especially at the point of upgrade.

Once you've been applying the new licensing model for a few months and have some data on usage, it's a good idea to check in to see if your AppPoints usage matches the initial estimate and adjustment if necessary. We may find opportunities to tighten up and save moving forward. Or, we might find that you're using more than you should and risk being in breach of compliance. We'll help you correct that delta by extending your licenses.

**Tip: Once you're running with the new model, having a hard lockout enabled is a good check to ensure you don't unwittingly go over your allocated license limit. Excess licenses could be found in an audit and incur heavy penalties.**

# AppPoints is the first step to your MAS upgrade

To take advantage of the flexibility and discounts IBM is offering, you can move to the new AppPoints licensing model well before you need to make technical changes to your software or infrastructure.

It's a great first step for your upgrade process because it improves your visibility of your Maximo usage. Then, you can clean up your environment and more accurately scope your upgrade cost and timeline to accommodate your total workforce and variety of use case scenarios.

Ideally, it's best to plan your upgrade and uplift of AppPoints as close to each other as possible. There are technical considerations, such as third-party integrations and custom applications, that can impact your need for AppPoints.

If you move to AppPoints, you'll be entitled to dual entitlement support for up to 18 months, even after the official end of service in September 2025. While this support option doesn't include patches or updates, it can be a minimal safety net during the transition period while you complete your MAS upgrade.

Plus, if you're on Maximo 7.6.1.2 or higher, you can get access to the MAS Mobile module at the same time as you move to AppPoints. Then, you'll be aligned with the future of MAS and able to transition more quickly through the upgrade process.

## Learn more about Cohesive

**Cohesive is a full-service partner for your MAS upgrade. In addition to making sure you have enough AppPoints, we support every aspect of your MAS deployment, including integrations, customizations, and hosting. Let's talk about your upgrade plans and how we can help.**

Learn more at **www.cohesivesolutions.com**