

Out of the Box and Standardization, is Customization Dead?

1. What is Out of the Box (or Off the Shelf)
 - a. A standard installation of Maximo without changes to the database tables, applications, java classes, or standard functionality.
 - b. No customization of java, class files, generally “no coding” or programmers needed.
 - c. Automation Scripts are the exception to coding but still fit in Configuration (WHY)
 - d. Configuration is not customization, how is that possible?
 - i. Use tools in the application to meet specific requirements without the use of code or changing the core application.
 - e. API’s, Application Programming Interface’s allow for custom code that never really customizes the core application.
2. **POLL – How many of you have customizations vs OOB installations?**
3. Benefits of OOB Installs
 - a. Standardized Business Processes
 - b. Easier Upgrades and Patch application (stay up to date)
 - c. Able to compare and communicate with others using Maximo
 - d. Easier to provide training
 - e. Less hassle with Data manipulation and transformation
 - f. Long term cost of ownership
 - g. Less full-scale re-implementations
4. Some would argue that to get all the “nice-to-have” features you must customize, is that still true?
5. What is bad about customizations, is it just the upgrades?
 - a. Maintenance and troubleshooting.
6. **POLL – How many in attendance feel customization is necessary to deliver all the required and nice to have scope items for a new Maximo install?**
7. Do you feel the Maximo product has advanced, and is robust enough that it provides more of a total capability set for organizations?
8. Is it easier for in-house or internal organization to support and maintain Maximo if it is OOB?
 - a. Dependency on providers or developers
 - b. Ratio of external support vs internal
9. Is there a cost benefit to OOB vs Customized installs?
 - a. Larger up-front costs for scoping, design, development, testing, training
 - b. Cost of time? Quick to install or upgrade vs cost of lagging behind.
 - c. Cost to maintain over time, stay current
 - d. SME’s and staff in house or via an IBM business partner
 - e. Updates and patches
 - f. Evolution of business processes and business needs
 - g. Regulatory or audits and compliance issues
10. **POLL – Do you feel cost is the primary factor in deciding today whether to customize or not?**
11. Are the underlying business processes in core Maximo based on industry best practices?

12. If diminishing IT staffing and budgets or business process owners are owning Maximo more, does this tip the scales toward an OOB installation and usage?
13. Have cloud services and hosting for Maximo affected the landscape of custom vs oob?
- 14. POLL – How many have Maximo as a service, ie: Cloud based?**
15. With the pace of updates and new features from IBM in Maximo, do you see more people trying to upgrade to take advantage of new features.
16. Does the Maximo upgrade/patch process support an OOB usage plan?
17. When Maximo issues arise is it easier to call for support or to troubleshoot without customizations?
18. Maximo still needs to be configured specifically to the organization and its business processes correct? Why?
19. What are good examples of configuration of Maximo?
20. What are examples of Customizations in Maximo?
21. What about maintaining an advantage over competitors in your industry?
22. If I were investigating a new add-on or capability for Maximo and I wanted to ask others who are already using it for examples or a review, does customization hamper the comparison or evaluation process?
- 23. LAST POLL – If you were to re-implement or install Maximo today, how many of you would install it and use it OOB? Configured, but not customized?**