



**Projetechn Maximo as a Service
Cloud Solution Add-on Product Sheet**



Service Description	Maximo Email Listener & Emaximo Email Account
Supported Versions	Maximo 7.5 or greater
Annual Fixed Fee	Call for Pricing!
One-Time Setup Fee	Call for Pricing!
Usage Fee	Annual fee Includes the send/receive of up to 40,000 email per month. Additional capacity is purchased in \$1500 per year / 20,000 email per month increments. NOTE: No hard limit is enforced. Your email will be sent/received even when you reach the limits listed above.
Scope of Services Included	<ul style="list-style-type: none"> • Projetechn will provide an emaximo.com email account for the purposes of sending / receiving communication emails from Maximo as part of SR/Work Order processes. Your Maximo url = https://yourdomainname.emaximo.com Your email address = yourdomainname@emaximo.com • Configuration and maintenance of the Email Listener within Maximo • Prebuilt Projetechn customizations to the Inbound Communications Work Flow to add email responses to the related work order communication log. NOTE: Inbound email without a work order reference will continue to create Service Requests, as is core Maximo functionality. • Prebuilt Projetechn customizations to ensure email communications are properly delivered from the hosted emaximo.com email addresses (ie. yourdomainname@emaximo.com) • The Setup fee includes 2 hours of configuration to implement your rules for who is “notified” when a response is processed into Maximo.
Add-On Benefits	Enables the capture of full communications history on your Work Orders and Service Requests. A picture of the work history is often incomplete when it does not naturally include communications.
Optional Related Services	SendGrid Mail Delivery Services <ul style="list-style-type: none"> - Enhanced delivery to help get your email past the most stringent corporate email SPAM filters. Consider when email coming out of Maximo is a key to the success of your business. - Includes a customer portal with delivery reporting and advance SMTP delivery options. - Quoted upon request.

Background

Maximo includes an “Email Listener” application and related work flows to process email received in an email account inbox into Maximo for the purposes of creating / updating “ticket” info. There are significant issues with enabling its utilization:

1. Out of the box, Email Listener functionality focuses on ticket objects (Service Requests, Incidents and Problems) and excludes work order objects for email listener processing.
2. In a Maximo cloud solution, corporate network security and anti-spam policies are not friendly towards exposing corporate email servers directly to a cloud server/service for the purpose of sending/receiving email using an internal email account.

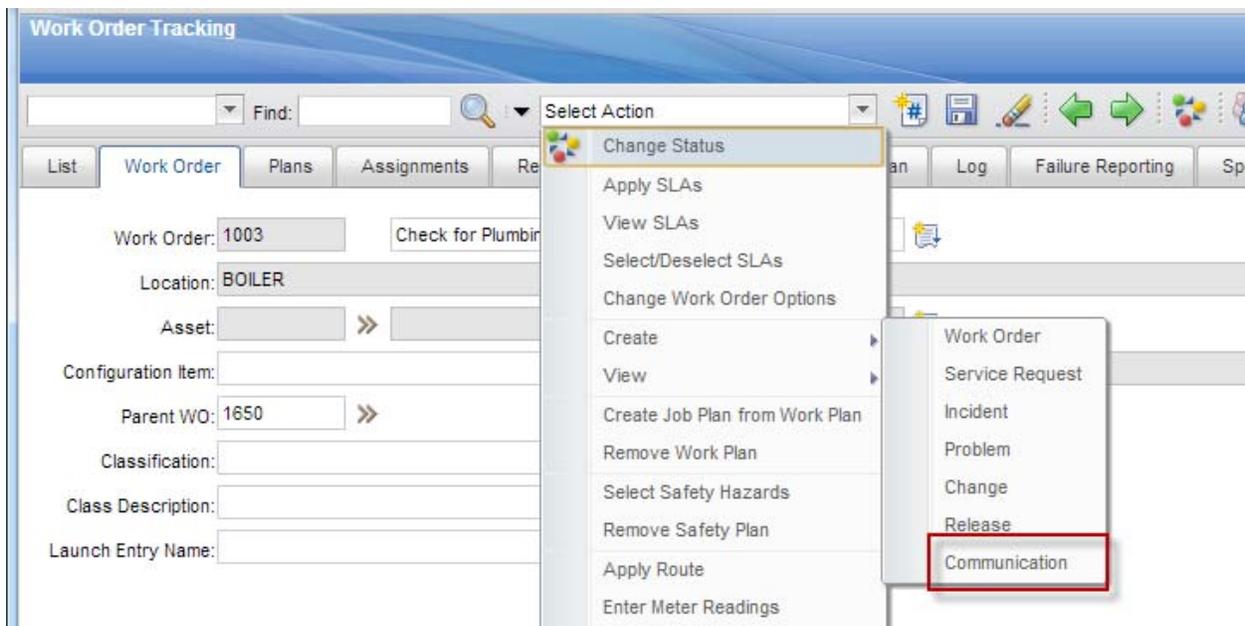
The Projotech Cloud Solution

Projotech has addressed the above by providing a complete Maximo cloud email solution:

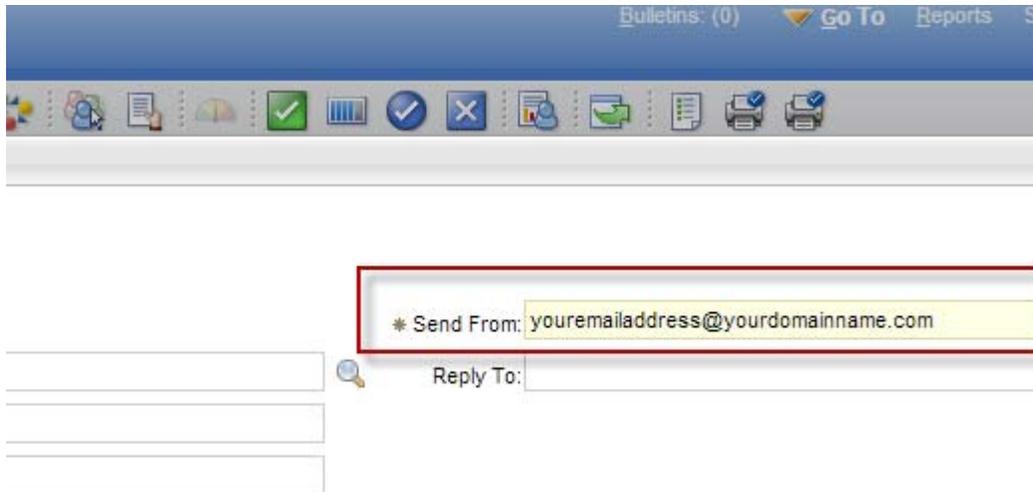
1. Projotech has developed custom workflow automation to handle appending communication log entries for work orders. Combined with out of the box functionality, all work can be properly documented to include full communication history.
2. By hosting an email account on our emaximo.com domain for sending/receiving the communications, no actions are required by your IT department to enable the functionality.

How It Works

Maximo already includes functionality to create a “Communication” from both the Service Request and Work Order applications.



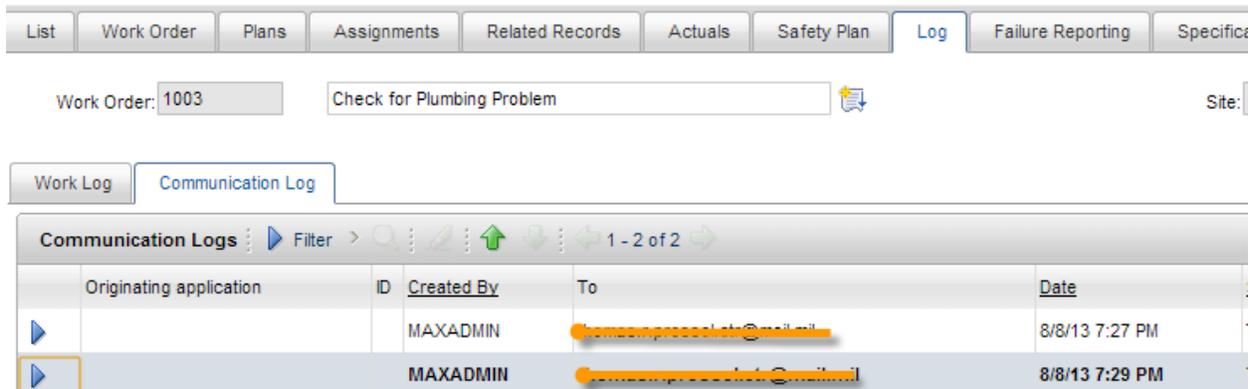
The problems start when, by default, Maximo assumes that the email will be sent from the users email address.



The current generation of SPAM filters that are used virtually everywhere, and most certainly all of the companies and contacts that you need to email, will flag email coming from the Projotech Maximo cloud servers with YOUR email address in the “Send From” address as SPAM. When you think about it, seems like a good rule to have in place.

So, why not just add Projotech Maximo cloud servers to an “Accepted” list of servers for delivering your companies email? You could do this, but most IT organizations don’t want this exposure or headache. They want a solution that will enable email for their cloud service providers that they don’t have to support. Again, when you think about it, seems like a reasonable expectation.

Moving on.... When you create a communication in Maximo related to a Service Request or Work Order, it will automatically be displayed within the Communication Log for the related record.



This is GREAT, but only half the story is contained within the communication log because there is no history of the response. The response would have come to the user’s personal email account



Projetechn Maximo as a Service Cloud Solution Add-on Product Sheet



(remember, they were the “Send From” user). The user would then have to manually post the response to the Work Log tab, or something like that. You get the picture, a less than optimal solution.

That brings us to the Maximo “Email Listener” functionality. Really great functionality, but a few issues exist that make it problematic.

- For the email listener to pull from an email account hosted by YOUR company, our servers would need access to the email account over the internet. This is a huge network security risk that companies don’t want to deal with.
- Maximo “Email Listener” functions are targeted to “ticket” objects only. No out-of-the-box functionality exists to the Communication Log for other types of objects, like work orders.

With our solution:

- All email from Maximo will be delivered from the “yourdomain@emaximo.com” email account that we host on your behalf. This will help ensure email sails past SPAM filters and makes it to the destination email inbox.
- The responses to the email from Maximo would automatically be addressed to the “yourdomain@emaximo.com”. Maximo will then consume the email responses and post the response details into the appropriate Communication Log.
- The responses are not limited to Service Requests, but now includes Work Order records as well.

Solution Implementation

First, Projetechn hosts an email account on our emaximo.com domain specifically for your Maximo instance.

Second, Projetechn installs our prebuilt customizations:

- Ensuring that all Communication Templates will contain the proper “Send From” account.
- Ensuring that scheduled jobs are delivered from an emaximo.com account instead of the users email account.
- Enabling the posting of responses to Work Order communication log history.

Last, Projetechn enables the Email Listener to consume email from the provided email inbox.

More Questions?

Please reach out to your Projetechn Business Development team member for additional info or for a solution demonstration.