

# TRM's OMNI Maximo Assistant

Your AI Powered Maximo Assistant  
Training and Content Integration Platform

Integrated with IBM Watson, TRM's MaxAssist  
Software, and *YOUR* Content



TRM's OMNI reduces both your support team's workload and provides the guidance your users need to get their work done. And OMNI incorporates your own custom training documents, videos and user manuals.

## The power of AI delivers critical Maximo content on demand

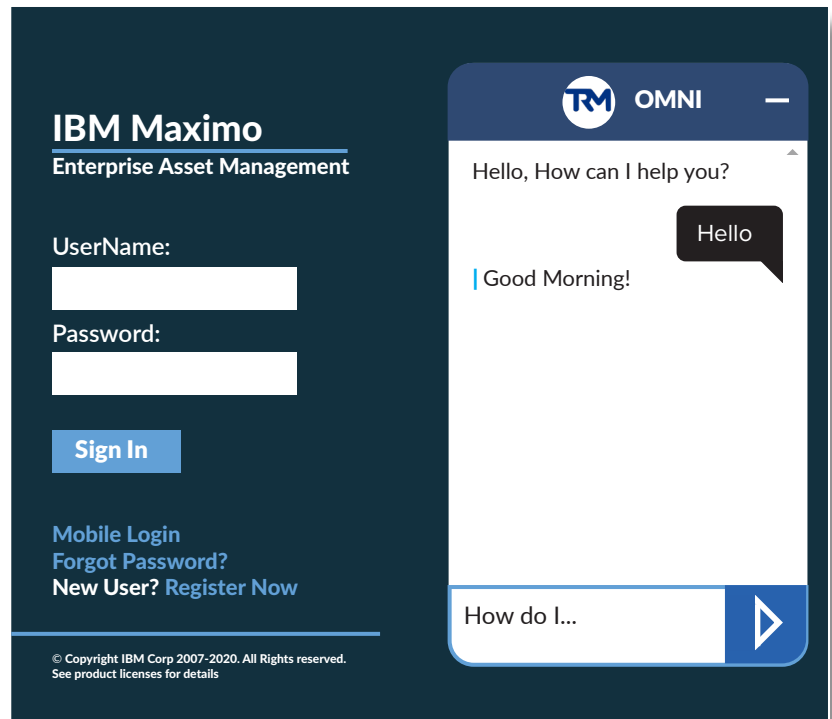
Deliver the information your users need *on demand* – as if your Maximo experts are sitting right by their side throughout the day.

## Step-by-step guidance to help users get their work done....correctly

Precision "how-to" content on-demand, including step-by-step guidance embedded directly into your Maximo screens.

## Productivity maintained despite loss of SMEs

Preserve the organizational wisdom of your SMEs, gained through decades of experience, for the next generation of leaders in your workforce.



## OMNI FEATURES

- **Content Integration** with your specific training documentation, videos, process flows, Master Data, OEM Manuals, and processes. Responses are tailored to your unique business by pulling from your existing support resources.
- **Conversational UI** allows users to ask questions as if they were speaking directly to a Maximo expert.
- Watson Natural Language processing helps determine **user intent** so that OMNI can deliver the best results possible even when the query isn't clear.
- **Step-by-Step Guidance** embedded directly into your Maximo screens with TRM MaxAssist which helps new users learn Maximo faster.
- **Context Awareness** that can provide tailored guidance and insights based on your patterns of activity in Maximo.
- **ChatGPT Integration** available to perform an AI powered search on the web.
- **Seamless Recording of Videos** to help admins troubleshoot end user issues.
- **Integration for Training Videos** with OMNI intents to provide training content on demand.
- **Custom Training Start Centers** to track progress of end user training.

The screenshot displays the TRM OMNI chat interface. On the left, a list of chat history items is visible, including a recent one titled "Reject an Asset via a Work Order" with a list of steps: "Create a New Work Order", "Select the specific Asset there is an issue with", "Enter a useful Description", "Choose the appropriate Work Type", "Save the Work Order", and "Choose Change Asset Status Action". The main chat window shows a conversation where the user says "reject an asset" and the assistant responds: "I see you're in Work Order Tracking. There is a step-by-step guidance that can help you with rejecting an asset via a workorder. Would you like to open it?". The user replies "Yes", and the assistant says "Ok, I'll open that guide for you". The user then says "thanks". The chat interface includes a search bar at the top with "Preventive Maintenance" and "Reports" filters, and a text input field at the bottom with the placeholder "Type something...".

Contact us at  
[sales@trmnet.com](mailto:sales@trmnet.com)  
for a demo

It's difficult to find a single company to help you improve your industrial maintenance performance and your EAM technology. At **Total Resource Management, Inc. (TRM)** we do both. Using best practices, coaching, and technology – based on IBM Maximo – we help you execute a comprehensive maintenance strategy so that the gaps between your people, processes, and technology are eliminated. Giving you better reliability and millions in savings.

OMNI can be purchased separately or included with TRM Maximo SaaS and Hosting subscriptions.