

1120 Release the Beast: How USAA Went on the Mobile Offensive in a Defensive Environment

Date: Tue, Mar 6, 2012

Location: 118 - MGM Grand

Start Time: 5:00 PM

End Time: 6:00 PM

Agenda status:

Speakers: Sam Lampe, USAA; Brian Hickey, USAA

Session Code: EIS

Stream: Smarter Physical Infrastructures

Track: EAM Industry Case Studies

Activity Type: Breakout Session

Session Type: Client Case Study

Industry Focus: Financial Markets

Role: Line of Business - Chief Financial Officer

With a rich history of innovation, USAA is an insurance industry leader in leveraging technology. These advancements were applied to their Real Estate and Facilities Management space by utilizing IBM Maximo coupled with multiple mobile solutions, including Syclo and Interpro's EZMaxMobile. USAA can now manage work orders in real-time, handle purchase orders, and manage inventory and assets via mobile devices. USAA even brought the iPad into their facilities work space -- extending their employees reach even further. Previously, employees were tied to their desks dealing with time-intensive syncing of devices and downtime. Today, USAA's innovative spirit and IBM Maximos Asset Management technology has facilitated a ground-breaking, forward-thinking mobile environment others aspire to. This solution provides high system availability, lower failure rates, improved stability and a mobile platform that can be built out and extended upon for future efforts and continued innovation.