

FROM A PLATFORM AT ITS LIMIT TO A FOUNDATION BUILT FOR GROWTH



How Brisbane Airport Corporation upgraded to IBM Maximo Application Suite with COSOL

ABOUT BAC - INFRASTRUCTURE THAT QLD DEPENDS ON

Brisbane Airport Corporation (BAC) owns and operates Brisbane Airport - Queensland's primary international and domestic aviation gateway. The airport connects Queensland to global markets, supports the state's tourism economy, and moves millions of passengers each year.

Every terminal, runway, car park, baggage system, escalator, lift, and piece of airfield lighting that keeps the airport running falls within BAC's asset management responsibility. BAC is in active expansion. A new parallel runway has been commissioned, terminals and car parks are under development, and Brisbane is preparing to host the 2032 Olympic Games.

IBM Maximo is the platform that coordinates every maintenance work order, contractor deployment, and asset inspection that keeps that infrastructure running. For an organisation with global benchmarks and an Olympic horizon, the reliability of that platform is not a technical consideration - it is a strategic one.

"BAC's ambition extends beyond Australia. They benchmark its operations and asset management practices against the world's best - like Amsterdam Airport Schiphol - as the standard against which its own capability is measured. That ambition shapes how BAC thinks about the systems and partnerships that underpin its operations." — **Cibeles Moreno, Capability Manager – Maximo, COSOL**

THE STORY IN NUMBERS

20

Years of COSOL's
relationship with BAC

89,000

Number of assets
managed across
BAC portfolio.

ZERO

Platform instability calls
since MAS go-live, down
from approximately monthly



THE CHALLENGE

Maximo 7.6 had served Brisbane Airport Corporation well. Over more than two decades, the platform had grown with the organisation - supporting asset management operations across one of Australia's most complex airport environments. It was a mature, proven system that BAC's teams knew well.

When IBM announced the end of support for Maximo 7.6.x it created a risk and an opportunity. Remaining on Maximo v7.6 would risk operating without critical security patches and software updates. Upgrading to Maximo Application Suite represented a fundamental step forward to a cloud-native platform built for modern enterprise asset management, with scalability and a capability set that Maximo 7.6 could not match. The latest generation of the Maximo suite introduces new capabilities with asset health, real-time condition monitoring, predictive maintenance, AI-assisted decision-making, and reliability-centred tools that directly support the kind of world-class asset management BAC benchmarks itself against.

Remaining on Maximo 7.6 was not a viable path. Migrating to MAS was both the responsible decision and the strategic one - replacing a platform that had reached its natural end of life with a foundation built to support the next era of BAC's growth.

WHY COSOL

BAC did not go to market for the upgrade. They came directly to COSOL. That decision reflects a relationship built since the early 2000s - spanning managed services, Maximo configuration, licensing management, and the deployment of EZMaxMobile across BAC's operations, providing field teams with a purpose-built mobile interface to Maximo that outperforms IBM's native offering in functionality.

By the time the upgrade was approved, BAC had confidence in the COSOL team from years of working together. The decision to engage COSOL was based on demonstrated capability and trust - not contractual obligation.

THE SOLUTION

COSOL delivered the full migration of BAC's Maximo 7.6 environment to IBM Maximo Application Suite - a cloud-native platform architecture that resolved both the vendor support risk and the capacity constraints of the legacy environment.

The engagement was structured to protect operational continuity at every stage. Pre-go-live trials were conducted under real conditions before the production cutover, allowing the team to validate the environment and address a critical platform issue that would have caused a production failure at go-live. Identifying and resolving that issue before it reached production was a direct result of COSOL's structured testing approach.

When conditions became more demanding in the final stages - with client-side resource reduced and the go-live timeline under pressure - COSOL responded by scaling up internal resource, drawing on its direct IBM partnership to accelerate issue resolution, and maintaining delivery momentum through to a successful go-live.

"COSOL drew on its direct IBM partnership to accelerate responses when they were needed most. The team committed significant hours to get Brisbane Airport across the line and the project delivered a stable, successful go-live." - **Cibeles Moreno, Capability Manager – Maximo, COSOL**

THE IMPACT

Since go-live, Brisbane Airport Corporation operates on a fully supported, cloud-native asset management platform with the capacity to scale alongside the organisation's growth.

The platform instability that characterised the legacy environment has been eliminated.



Since go-live, we have not received a single request to assist with platform instability. Prior to the upgrade, those calls were coming in roughly once a month.

— **David McCosker, Senior Consultant - Maximo, COSOL**

When Maximo is reliable, work orders reach contractors on time, maintenance is completed on schedule, and asset faults are addressed before they become failures. For an airport managing 89,000+ assets - from baggage handling systems and runway lighting to terminal infrastructure - platform reliability has a direct line to the passenger experience BAC's strategy is built on.



WHAT COMES NEXT

The MAS upgrade has created the foundation for the next stage of value. With a stable, supported platform in place, BAC can now explore the broader capability of IBM Maximo Application Suite - including MAS Manage, Asset Performance Management (Monitor and Health) and the Reliability Strategy Library - to shift from reactive maintenance to condition-based and predictive asset management across its critical asset portfolio.

In the future BAC can deploy additional Maximo offerings such as asset investment planning, inventory optimisation and performance management of renewables – all within the Maximo Application suite.

A relationship spanning more than two decades, across managed services, licensing, configuration, and now platform modernisation, is positioned to support the asset intelligence capability BAC's Olympic-era ambitions will require.

KEY BUSINESS OUTCOMES

- ✓ **Vendor support risk eliminated**
BAC migrated from unsupported Maximo 7.6 to IBM MAS on a fully supported platform
- ✓ **Platform instability resolved**
stability incidents reduced from approximately monthly to zero
- ✓ **Production risk mitigated**
critical platform issue identified and resolved during pre-go-live trials before reaching production
- ✓ **Delivery maintained under pressure**
IBM escalation channels and additional resourcing deployed when client-side availability was reduced
- ✓ **Scalable foundation established**
platform now supports more active users with capacity to grow
- ✓ **Engagement continues**
formal Asset Performance Management proposal submitted, advancing BAC toward condition-based and predictive maintenance capability



COSOL: When Reliability Matters

COSOL is built on one belief: in asset-intensive industries, reliability is everything. We're a trusted, data-led asset management partner - known for our deep expertise, dependable delivery, and ability to keep critical assets performing at their best.