

**WE DELIVER
WHAT
WE PROMISE**



IBM Innovation Forum 2026,
22.09.2026

George Kanellopoulos
Technology Director - Dynamic Infrastructure,
InTTrust

InTTrust Highlights

A snapshot of our scale, expertise and business performance

FOUNDATION

2006

20 years of trusted
technology partnership



EMPLOYEES

210+



ENGINEERS

170+



CERTIFICATIONS

443+



REVENUE 2025

38,3M



IHS REVENUE 2025

9,4M

From Technology to Business Impact

InTrust helps organizations transform operations through four connected capabilities.



Asset & Infrastructure Management

01

Optimize asset lifecycle, maintenance and operational performance.



Automation & Intelligent Operations

02

Automate processes, reduce manual effort and improve efficiency.



Data & AI-driven Insights

03

Turn operational data into actionable insights for better decisions.



Technology Integration

04

Connect people, processes and technology across the enterprise.

OUR APPROACH

01

Understand

the business challenge



02

Design

the right solution



03

Deliver

measurable value

ASSET MANAGEMENT & AUTOMATION

Smarter Asset Management with IBM Maximo

A unified platform for the complete asset lifecycle, from planning and maintenance to performance and optimization.



Proposed solution: IBM Maximo

- ✓ **Manage assets & infrastructure**
Across the entire lifecycle
- ✓ **Optimize maintenance**
Enable proactive and predictive approaches
- ✓ **Automate workflows**
Streamline field operations
- ✓ **Improve visibility**
Use real-time operational data and insights
- ✓ **Increase availability**
Reduce operational costs

A practical pathway to more connected, visible and efficient asset operations.

FROM PLATFORM TO PRACTICE

Today, we share how this approach can be applied in practice through the experience of

**AEGEAN
MOTORWAYS**

The Holistic Asset Management Strategy

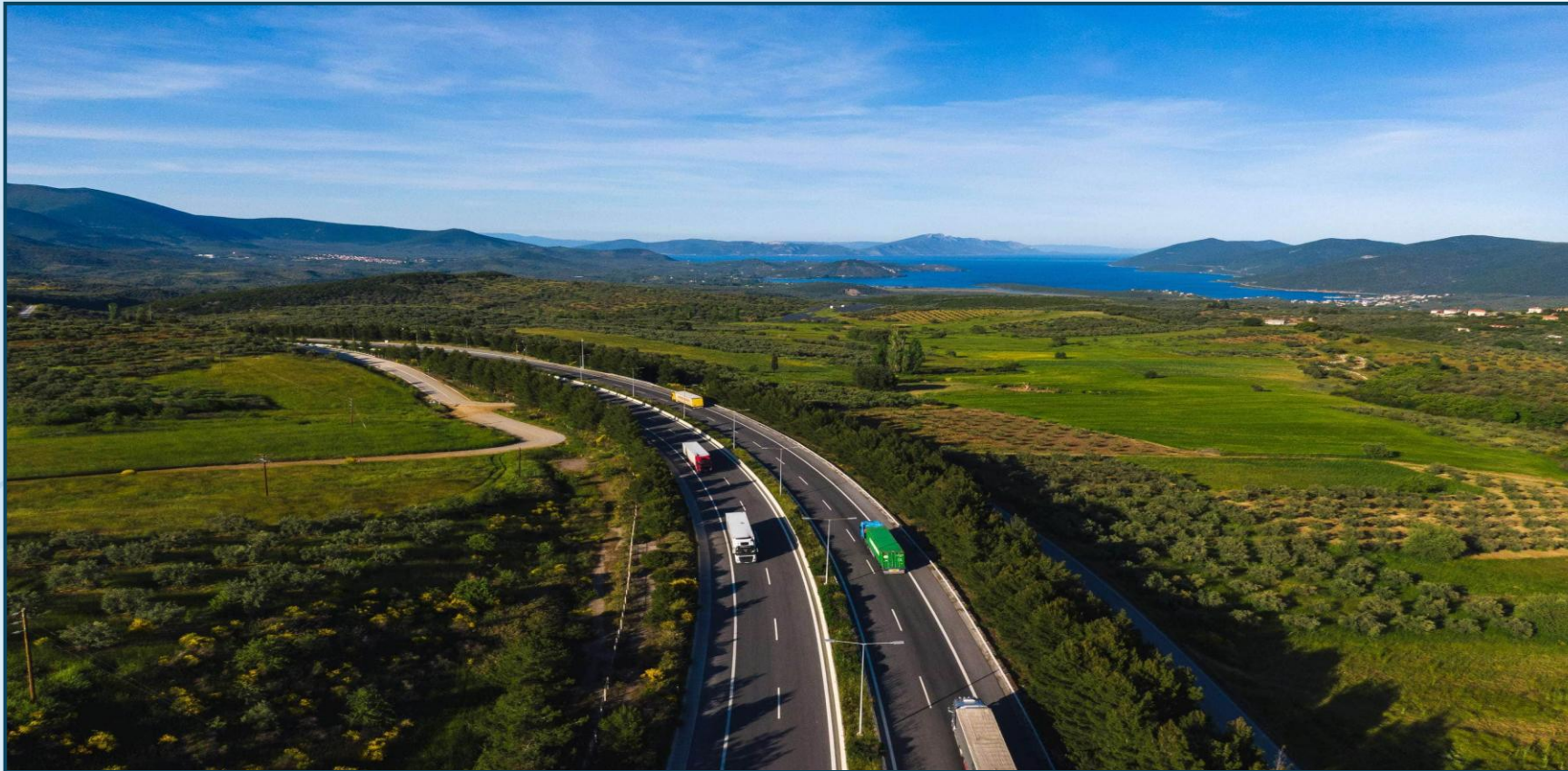
Integrating Aegean Motorway Operations

IBM Innovation Forum 2026,
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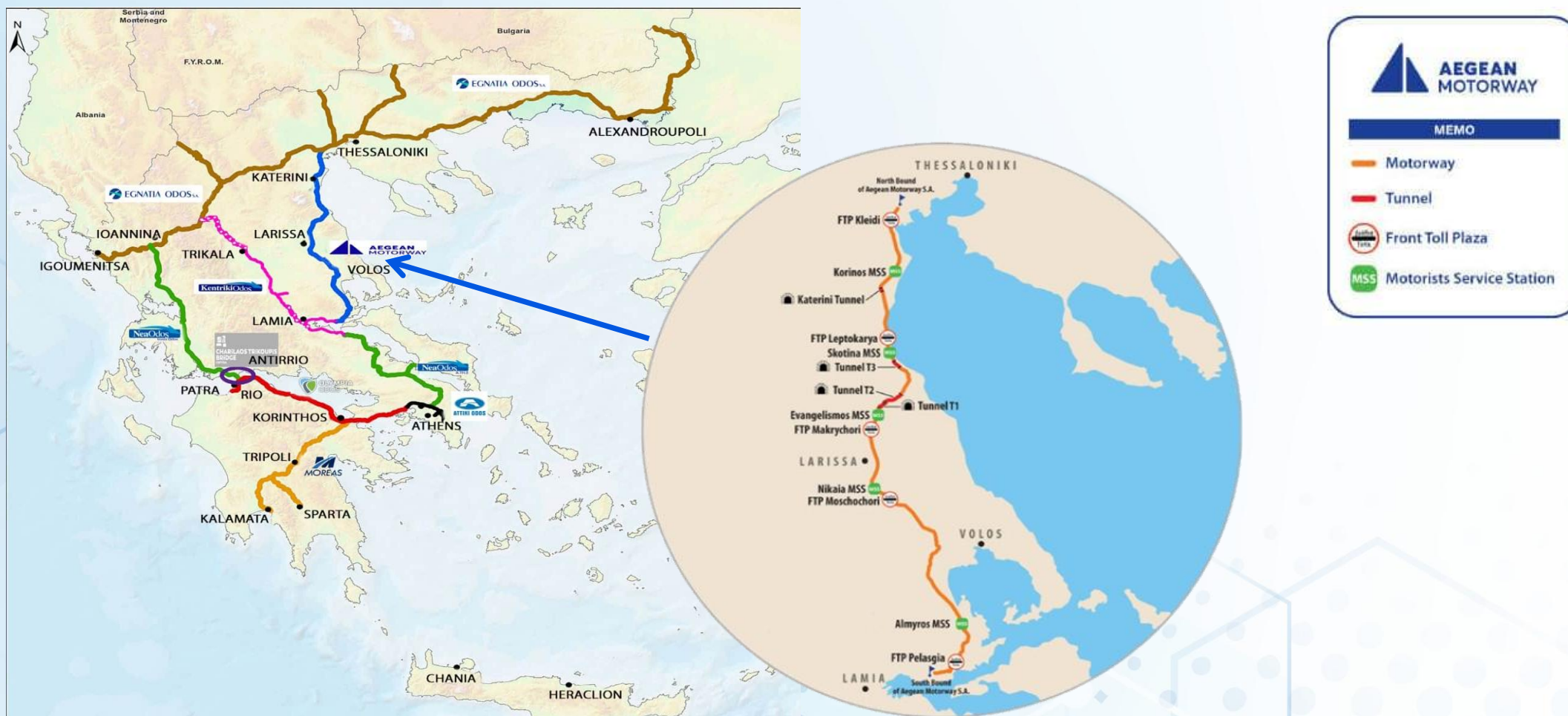
Zacharias Maridakis
Technology Support Manager
Aegean Motorway S.A.

Aegean Motorway – The Project



- ❖ 234 km
- ❖ 4 Twin Tunnels – 23.4 km long
- ❖ 33 I/C
- ❖ 35 parking areas
- ❖ 5 MSS per direction
- ❖ 2 SSTPAs
- ❖ 5 FTPs
- ❖ 21 RTPs

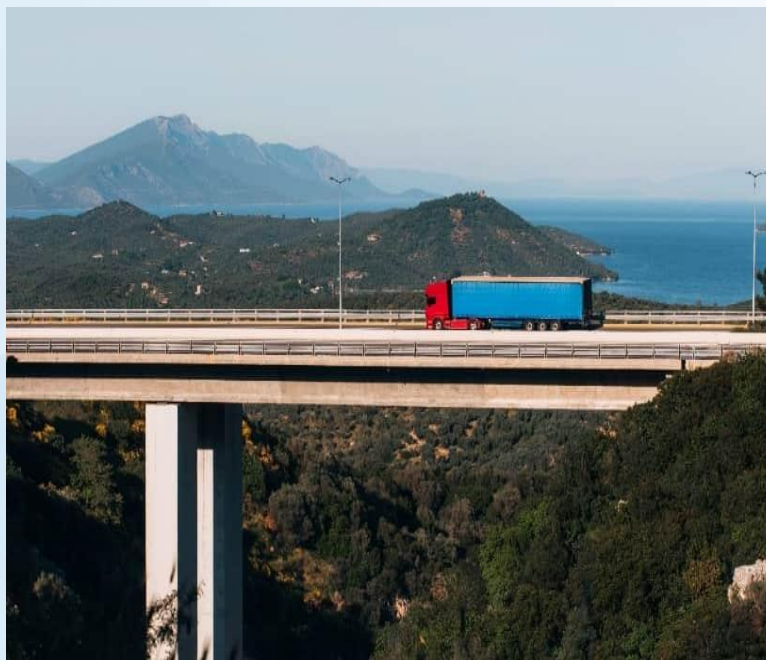
The Greek Motorway Network



Aegean Motorway – The Project



Aegean Motorway – The Project

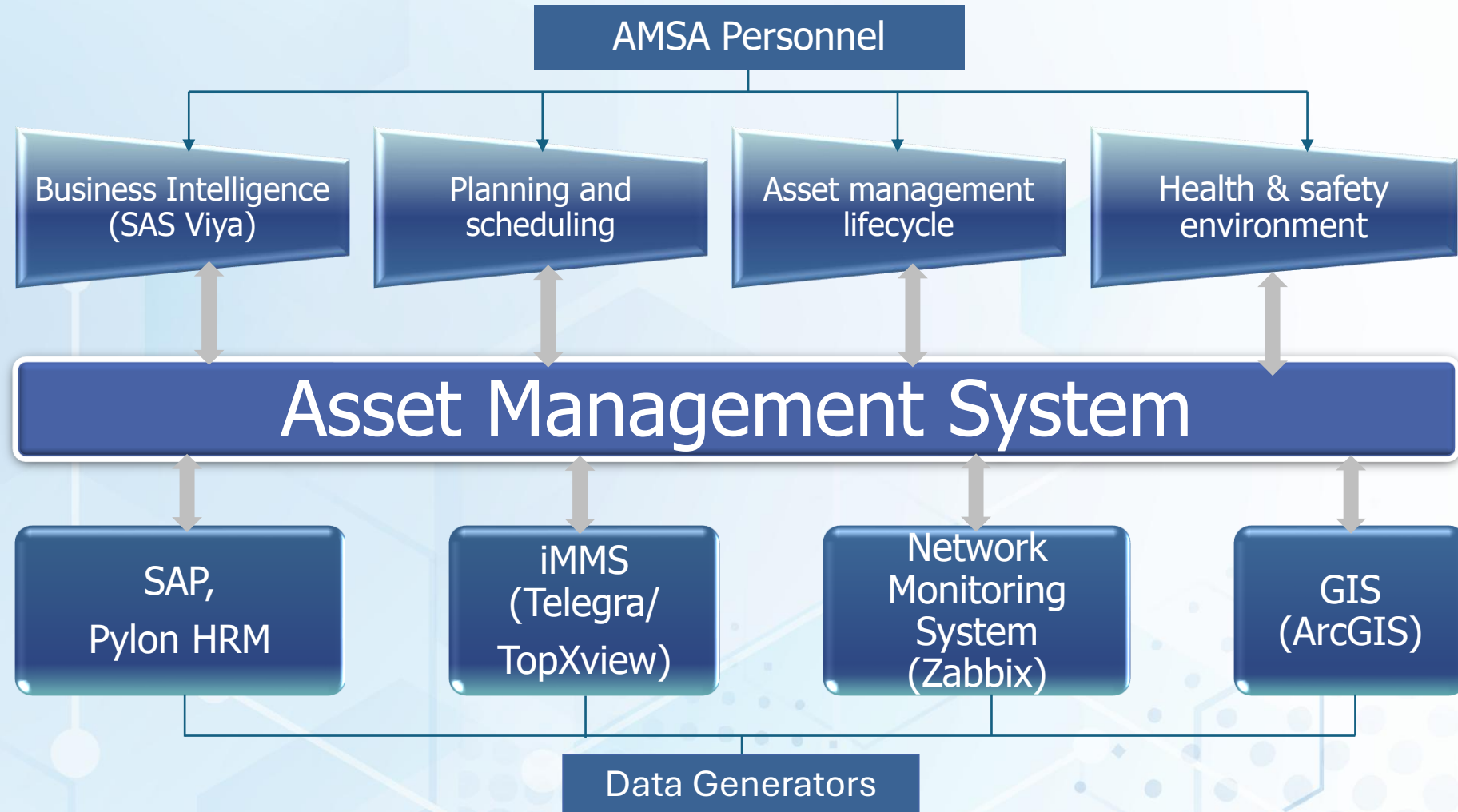


Our Concerns



Our Strategy

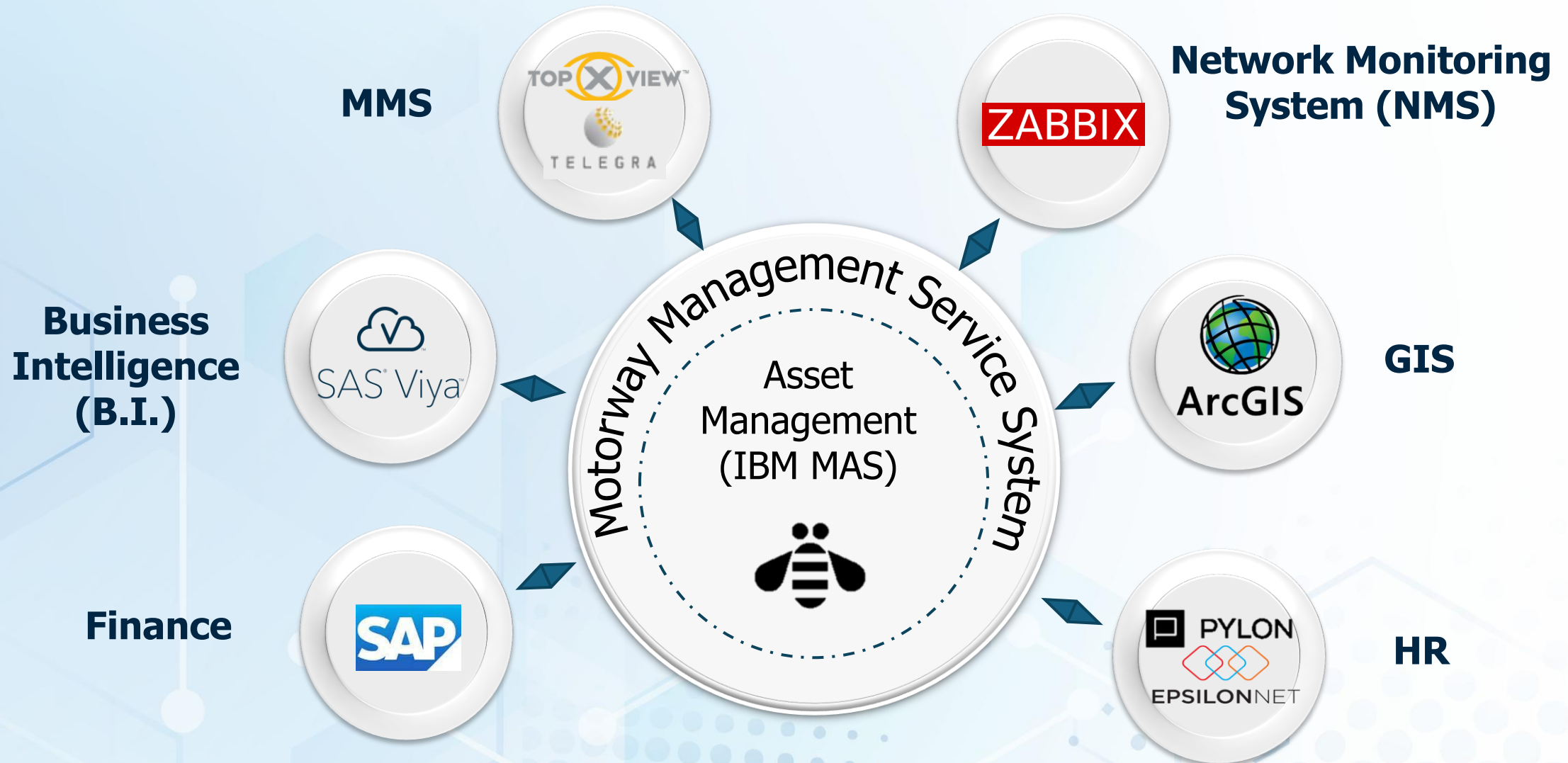
Motorway Management Service System



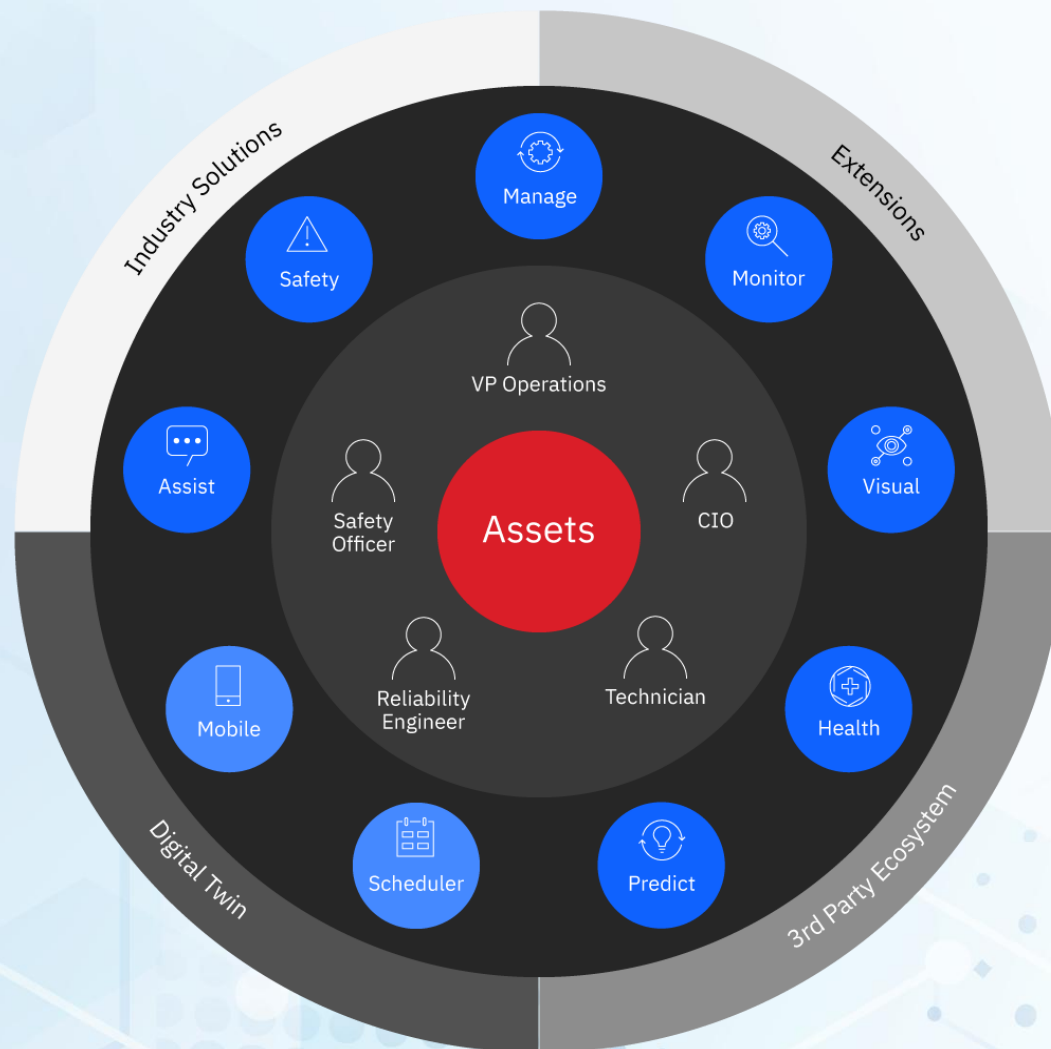
Timeline



Strategy for Integration



Tool – Maximo Application Suite



AMSA Tool – Maximo Application Suite



Work management

- Job plans for recurring tasks
- Predictive maintenance
- Manage labor, skills and qualifications
- Mobile enablement for better point of failure data collection



Asset management

- Location/function, work, and cost history
- Roll-up costs
- Asset modeling
- Improved asset safety



Supply chain

- Manage inventory across storerooms and sites for better visibility
- Improved monitoring of vendor performance
- Fully manage receipts, inspections, and vendor payments



Planning and scheduling

- Ensures assignment of the right person, with the right skills
- Drag-and-drop team assignments and accelerated schedule optimization

AMSA Tool – Maximo Application Suite



Service management

- Service Request Management
- Deliver on internal and external contracts
- Track SLA's and performance



Mobility

- Connected and disconnected capabilities
- Ensures data capture at the point of work for better accuracy



Analytics

- Descriptive, predictive, and prescriptive analytics
- Available and customizable by user type



Health & safety environment

- Standardize HS&E practices
- Operators log risk assessment, incident management, investigation and correction
- Planning for hazard identification, risk assessment, and risk control

Holistic Asset Management Approach

Consolidate all the assets and all the asset processes into one system.



Create service request process for any asset in AMSA with Work Flows



Work is now managed and reported on centrally.



Create Work Flow processes to automate different kinds of procedures for different assets

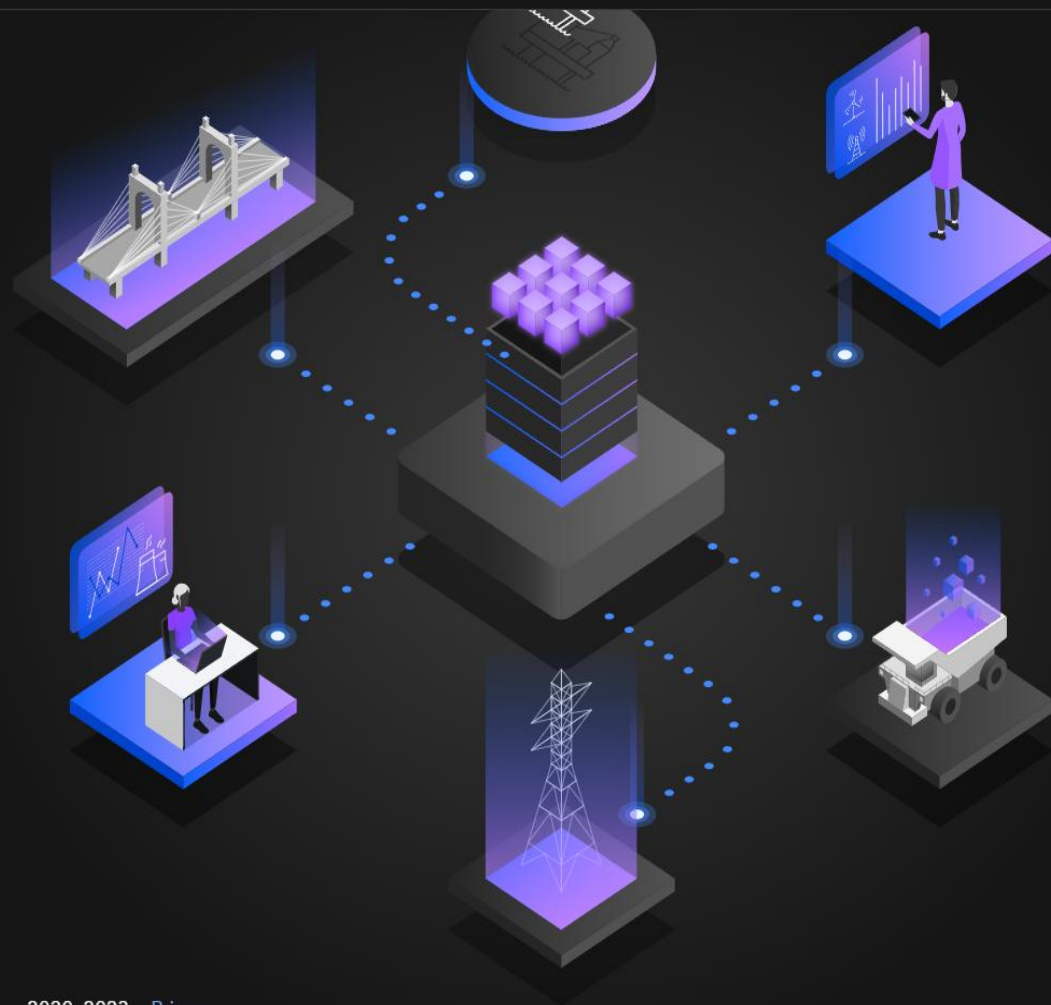


Integration of Operations

Motorway Management Service System (MMSS)

- ☐ **Asset Management (IBM MAS):** Assets Monitoring, Work Orders, Service Requests
- ☐ **Network Monitoring System (NMS):** IT assets monitoring, incidents/ malfunctions
- ☐ **MMS:** Motorway incidents reporting, Damaged assets
- ☐ **GIS:** Display all assets works malfunctions on map
- ☐ **Finance:** Warehouse, Cost Centers
- ☐ **HR:** Personnel information Shifts, Crafts, Labors
- ☐ **Business Intelligence:** Reporting, Analytics

IBM Maximo Application Suite



Log in to IBM Maximo Application Suite

Username

Enter your username

Required

Continue

☐ Remember username ⓘ

IBM Maximo Application Suite | Manage | Admin Mode is on | Take a tour

Assets

Find Navigation Item

Common Actions

- New Asset
- Save Asset
- Clear Changes
- Change Status
- Move/Modify Assets
- Swap Assets
- Associate Users and Cust...
- Create Report
- Unlink GIS Feature
- Import Digital Data
- Delete linked GIS Feature
- Application Import
- Application Export

More Actions

- View Asset Template History
- Define Maintenance Schedule
- Manage Maintenance Schedule
- Define Operational Schedule

Asset	Spare Parts	Safety	Meters	Features	Traffic Regulations	Specifications	Relationships	Work	Work Zones	3D View	Service Address	Map
1649		> Ασφάλεια		Civil Works,CW \ Preventive Maintenance,CW \ Οπισκή Επιθεώρηση Σηθδαίων Ασφάλεια	APPR	9/6/23 21:39:20	9/6/23 17:00:00	9/6/23 17:00:00			377,180	427,203
1651		> Ασφάλεια		Civil Works,CW \ Preventive Maintenance,CW \ Οπισκή Επιθεώρηση Σηθδαίων Ασφάλεια	APPR	9/6/23 21:45:36	9/6/23 17:00:00	9/6/23 17:00:00			427,203	377,180
1651		> Ασφάλεια		Civil Works,CW \ Preventive Maintenance,CW \ Οπισκή Επιθεώρηση Σηθδαίων Ασφάλεια	APPR	9/6/23 21:45:36	9/6/23 17:00:00	9/6/23 17:00:00			377,180	427,203

1 - 10 of 103

Zoom to tens

Description	... 40	50	60	70	80	90	00	10	20	30	40	50	60	70	80	90	00	10	20	30	40	50	60	
Features																								
Relationships																								
Work																								
Work Orders																								
1501																								
Progress																								
1559																								
Progress																								
1643																								
Progress																								
1643																								
Progress																								
1647																								
Progress																								
1647																								

IBM Maximo Application Suite

Manage

Admin Mode is on

Take a tour

Self Service

Work Management Start Center

test

Quick Insert

New Service Request

New Vehicle Request

Favorite Applications

Vehicle Requests (Tr)

View Service Requests

My Open Service Requests

Filter >

Service Request

Summary

Status

Status Date

Reported Date

Reported Priority

Affected User

Location

Asset

Inform MMC

Target Start

Target Finish

Failure C

2179	Applications,Applications \ SQL Server	PENDING	6/11/23 12:31:26	6/11/23 12:30:31	4		EVAGGELISMOS	1006096	N			
2144	Barriers/KATEESTPAMMENOU YAIKO	RESOLVED	6/11/23 12:37:17	31/10/23 11:24:53	3		MOSCHOKHORI		N			
2138	SIS,Tolls,Lane Equipment	INPROG	31/10/23 10:38:43	31/10/23 10:31:51	2		EVAT-L01	EVAT-TST-BAR-01	Y			
2132	Applications,Applications \ Website	INPROG	6/11/23 11:40:25	30/10/23 12:09:28	3				N			
2108	Civil Works	INPROG	27/10/23 13:06:47	27/10/23 12:52:18	1		DRY-S-OMC	DRY-S-OMC-POW01	N			
2080	Smart Systems,Smart Systems \ IMMS	RESOLVED	6/11/23 12:24:21	25/10/23 12:30:43	3		MOS-S-OMC		N			
2077	Applications,Applications \ SQL Server	QUEUED	30/10/23 12:09:03	25/10/23 12:23:02	2				N			
2073	Smart Systems,Smart Systems \ Κτιριακά Συστήματα	INPROG	24/10/23 15:12:28	24/10/23 15:11:23	4		EVAGGELISMOS	A1-67A68A-CAM01	N			
2072	Fencing/ΑΛΛΟΙΩΣΗ ΥΑΙΚΟΥ	INPROG	24/10/23 15:17:02	24/10/23 14:59:15	2		EVAGGELISMOS	A1	N			
2071	SIS,Open Road,CCTV	NEW	24/10/23 13:36:50	24/10/23 13:36:50	3			A1-53A55-CAM01	Y			

Set Chart Options

1 - 10 of 46 | Next Page

My Open Vehicle Requests

Filter >

Vehicle Request

Description

Dispatch Location

Assignment Location

Passengers

Estimated Start Date

Estimated End Date

Driver Required

Driver

2933		CENTRAL	EVAGGELISMOS		30/10/23 10:00:00	30/10/23 11:00:00	N	DEFLTREG
2941		CENTRAL	KOR-S-OMC-ADB		31/10/23 14:30:00	31/10/23 16:30:00	N	
2947					31/10/23 12:00:00	31/10/23 14:00:00	N	
2948					31/10/23 14:00:00	31/10/23 16:00:00	N	
2949					31/10/23 14:00:00	31/10/23 16:00:00	N	
2952	PGA TEST			4	31/10/23 10:00:00	31/10/23 16:00:00	N	259
2954					31/10/23 14:30:00	31/10/23 17:00:00	N	136
2116		IK-SKOTINA		2	16/8/23 14:00:00	16/8/23 15:00:00	N	259
2117			MOS-PM		17/8/23 10:00:00	17/8/23 17:00:00	N	259

IBM Maximo Application Suite | Manage | Take a tour

Assignment Manager

Find Navigation Item <

Available Queries ▾

Common Actions

- Save Assignment
- Select Work Date
- Assign Labor
- Assign Crew
- Start Assignment
- Interrupt Assignment
- Finish Assignment

More Actions

- Set Preferences ▾
- Filter Work to Match Labor
- Filter Work to Match Crew
- Filter Labor to Match Work
- Filter Crew to Match Work
- Select Labor Query
- Select Crew Query
- Show All Labor
- Show All Crew
- Run Reports

Work Order	Task	Description	Target Start	Target Completion Date	Labor	Craft	Scheduled Date	Lab Hrs	Location	Work Zone	Calc Pri	Status
1043	>	Αλλαγή οφένων			808	DRIVER	14/7/23 15:10:06	1:00	MOSCHOCHORI			ASSIGNED
1236	>	Civil Works,Pavement			132	ELECT	21/9/23 13:24:59	1:00	A1-5455-P1-CMN1 SOUTH		5	STARTED
1236	>	Civil Works,Pavement						1:00	A1-5455-P1-CMN1 SOUTH		5	WAITASGN
1236	>	Civil Works,Pavement			559	ELECT	24/8/23 14:00:00	1:00	A1-5455-P1-CMN1 SOUTH		5	ASSIGNED
1236	>	Civil Works,Pavement			136	ELECT	28/8/23 06:00:00	0:51	A1-5455-P1-CMN1 SOUTH		5	ASSIGNED
1236	>	Civil Works,Pavement			136	ELECT	24/8/23 13:50:39	0:09	A1-5455-P1-CMN1 SOUTH		5	ASSIGNED
1242	>	Civil Works,Building,Window\ΑΛΛΟΙΩΣΗ ΥΑΙΚΟΥ				ELECTRONICS	12/10/23 20:00:00	2:00	PELASGIA	SOUTH	1	ASSIGNED
1282	>	Civil Works,Parking,Railing\ΚΑΤΕΣΤΡΑΜΜΕΝΟ ΥΑΙΚΟ	3/4/23 12:57:35		821	CONCRETE	21/7/23 08:00:00	1:00	EVAGGELISMOS	SOUTH	4	ASSIGNED

☐ [Select Records](#)

Labor Crew List ▾

Labor List (1 - 8 of 165)

Labor	Name	Default Craft	Skill Level	Vendor	Work Zone	Work Loc	Shift	Default Craft for Labor?	6/11/23	7/11/23	8/11/23	9/11/23	10/11/23	11/11/23	12/11/23	% Alloc
☐		ELECTRONICS			NORTH		DEFLT	☒	6:00	8:00	8:00			8:00	8:00	5
☐		WORKER			NORTH		DEFLT	☒	7:15	8:00	8:00	8:00	8:00			0
☐		WORKER			NORTH		DEFLT	☒	7:15	8:00			8:00	8:00	8:00	0
☐		DRIVER			NORTH		DEFLT	☒	8:00	8:00	8:00	8:00	8:00			0
☐		DRIVER			SOUTH		DEFLT	☒	7:15	8:00	8:00	8:00			8:00	0

IBM MAS 04: “Assignment Manager” - assigning staff to tasks based on the shift schedule

IBM Maximo Application Suite | Manage | Admin Mode is on | Take a tour

Graphical Assignment

Work | Work View | Assignment View | Compare Scenarios | **Dispatch**

Quick Filter

Find Navigation Item

Common Actions

- New Work List
- Save Work List
- Clear Changes
- Delete Work List
- Refresh Work List
- Run Optimization
- Publish Scenario
- Roll Schedule
- Toggle Scenarios
- Compare Scenarios
- View Available Resources ...
- Apply Street Level Routes

More Actions

- Create Manual Scenario
- Create Labor Assignment Scena...
- Create Spatial Scheduling Scen...
- Manage Scenarios
- Populate Destination Travel Tim...

Description	Shift	W39	W40	W41
- Crafts				
Αλουμίνια				
Ασφαλτικά				
Χτισίματα				
+ Civil (test craft)				
Πολιτικός Μηχανικός				
Καθαριότητα				
Σκυροδέτηση				
Χειριστής Οχημάτων & Μηχανημάτων				
Χωματουργικά				
+ Ηλεκτρολόγος				
+ Ηλεκτρολόγος Μηχανικός				
+ Ηλεκτρονικά				
+ Εργοδηγός				
Τεχνίτης Μηχανικός				
Φυτοκομία				
+ Υδραυλικός				
Τεχνικός Συστημάτων				
Μηχανικός Οχημάτων				
+ Μηχανικός Προγραμματισμού Εργασι				
+ Crew Types				

SIS-NORTH

12:56:23.116 BaseMap order is 90
12:56:23.117 Sending request to ArcGIS/ESRI World Street Map
12:56:23.121 Sending request to ArcGIS/AMSA DEV Map
12:56:23.157 AMSA DEV Map layer was loaded (1/2)
12:56:23.240 ESRI World Street Map is tiled: https://server.arcgisonline.com/ArcGIS/rest/services/World_Street_Map/MapServer
12:56:23.742 Base layer: ESRI World Street Map
12:56:24.189 ESRI World Street Map layer was loaded (2/2)

IBM MAS 05: Assignment of personnel to tasks via map display

“

One of the great responsibilities that I have is to manage my assets wisely, so that they create value.

ALICE WALTON

*Daughter of Sam Walton,
Walmart founder*



Thank you for your attention!

Zacharias Maridakis
Technology Support Manager
Aegean Motorway S.A.

