PTC, blogs.PTC.com/2014/11/10/trane-customers-get-better-air-and-more-value-with-intelligent-services

Use basic IT tools and do-it-yourself programming. Measure service-related activities, and some processes include standards/KPIs. Share structured intelligence and automate service delivery. More products are connected, proving the service continuum:

- 15 bn to 9.9 bn
- 5 bn to 1 bn
- 9.9 bn

Lack of centralized processes
Unstructured and inconsistent processes

Service Continuum: Distribution Stage

B2B Technology/Collaboration Level

Innovators with engineering intelligence sharing
equal collaborators

Break/Fix Model Cost-plus SLAs

Service Innovation and Transformation Continuum

Service Innovation


total

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