



CONNECTED FIELD SERVICE

WHAT DOES FLAWLESS FIELD SERVICE LOOK LIKE?

ServiceMax surveyed our customers, and the average ServiceMax customer reported:

18% decrease in average time to repair

15% improvement in customer satisfaction scores

24% increase in productivity due to mobility

A joint solution from ServiceMax and PTC that harnesses the power of IoT to deliver flawless, proactive service.

Welcome to the age of smart, connected products. By leveraging what is commonly referred to as the Internet of Things (IoT), manufacturers and service providers are reaping the benefits of vast amounts of machine-generated data that can provide unique insights into quality, reliability, failure rates and real-world usage of the machines they design, build, sell and service. All of this information, when collected and mined, should not only be made available to product and quality managers, but also to the service delivery system and service technicians and engineers in the field. Using this data has the potential to fundamentally change the way we deliver service—whether it’s resolving service requests remotely, proactively dispatching the tech before a failure or providing detailed diagnostics and usage history to the tech while troubleshooting an issue. Outages and downtime are minimized, calls to the service desk become obsolete, and most importantly, the customer views your product and your service as exemplary.

Whether the machine in question is the ATM on the corner, a crucial generator, or the MRI machine in your local hospital, uptime is key. Patients don’t get treated, valuable time and revenue is lost and your hard-earned brand equity is at stake. Connected Field Service is the first solution to seamlessly combine IoT machine data with a field service delivery system. ServiceMax and PTC’s fully integrated technology informs your field service organization immediately when something has failed or is about to fail, provides a mobile window into connected product data, enables remote service, and automatically dispatches the necessary technician with the right knowledge and parts. Smart, connected products also create the possibility for entirely new offerings, where the outcome—not the physical product—is what the customer buys. This is what many call “servitization” or “outcome-based service.”



A machine condition sent from PTC automatically creates a Service Request alert in ServiceMax

Connected Field Service Features

- **Machine Initiated Service Requests** automate the creation of work orders and service request alerts in ServiceMax based on exception conditions
- **Embedded Mash-ups** visualize the real-time or historical machine data in ServiceMax
- **Remote Access/File Transfer/Software Management** allows remote technicians to access connected devices and perform remote service
- **Connected Diagnostics** automates diagnostics using connected device data and delivers the solution(s) to the field technician
- **Contextual Repair Procedures** provide context-based instructions to the field technician
- **ServiceMax ProductIQ** is an easy-to-use, mobile window into connected device details for technician visibility and recording in-field activities



The service technician accesses Service Knowledge & Diagnostics via mobile to troubleshoot and understand the issue.

Benefits

- Decrease average time to repair by proactively anticipating service needs automating the creation of service requests
- Increase First Time Fix (FTF) rates using automated, connected diagnostics
- Maximize the productivity of your field service teams (including service partners) with remote and field technician access to diagnostics and service documentation
- Improve service level agreement (SLA) compliance rates and exceed customer expectations
- Increase customer satisfaction and build your customers' confidence in you as a service provider
- Grow your service business with expansion into new markets and the ability to deliver new service offerings
- Improve technician utilization
- Improve service delivery by analyzing trends and gaining insight on overall time and parts consumption, service history, root cause and failure analysis and much more

HOW IT WORKS

Information via PTC and ThingWorx

Service & Parts Information

An end-to-end solution for the creation, management and delivery of contextual and 3D-enabled service and parts information

Service Knowledge & Diagnostics

A best-in-class solution for knowledge management & diagnostics that automates issue diagnosis and enables remote diagnostics by integrating smart, connected products with an intelligent knowledge base and rules management system

Delivery via ServiceMax

A complete suite of best-in-class field service management applications including contract entitlements, scheduling, work order management, installed base management, parts and inventory management and workforce optimization.

- 100% cloud platform
- Field-ready mobile apps
- Robust IoT capabilities via PTC platform enable proactive service
- APIs enable integration with other IoT platforms



Connectivity via PTC and ServiceMax

Powered by PTC to harness IoT connectivity, facilitating and driving remote, predictive and proactive service, as well as outcome-based business models

- Connected Diagnostics and Contextual Repair Procedures accessible via mobile

1-800-756-4960 | www.servicemax.com | info@servicemax.com

Copyright © 2016 ServiceMax, Inc. All Rights Reserved.
Designated trademarks and brands are the property of their respective owners.