



PTC Service Parts Management Solution



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Increase Parts Availability and Reduce Inventory Costs

In order to meet and exceed the stringent requirements of delivering world class service, service organizations must overcome a variety of multifaceted challenges including compound part relations, difficult to predict demand, multiple sources of supply and complex supply chain flow.

These organizations require an optimal supply of spare parts to provide the highest levels of equipment availability with the least amount of parts-related disruption. The PTC Service Parts Management solution is designed specifically to address the challenges and opportunities of global service supply chains, enabling global service operations to fully realize their potential and deliver world class customer service while reducing costs.

The PTC Service Parts Management solution is a fully-integrated, seamless, single-instance solution offering the broadest and most functionally rich solution in the market today. With over 200 customers, PTC has the largest install base of Service Parts Management customers of any software vendor in the world, delivering a collective 75 years of service parts planning solutions capabilities and intellectual property.

PTC Connected Service Parts Management

With the addition of Connected Service Parts Management service organizations can utilize data directly from connected assets to forecast and plan spares demand enabling them to:

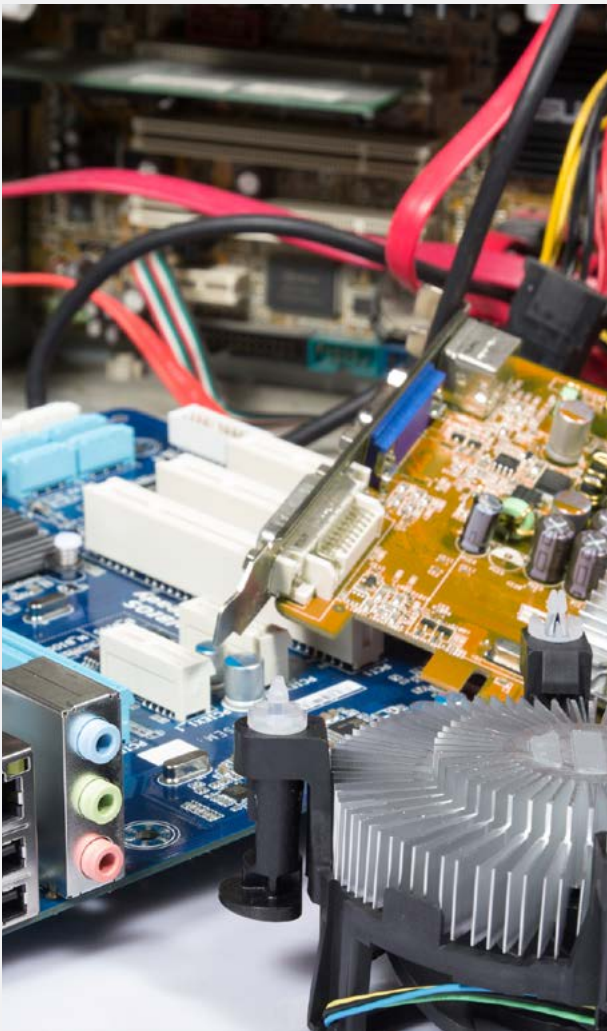
- Achieve visibility to the size of the install base including asset location and utilization
- Gain a consistently reliable source of data to enable causal forecasting

These capabilities allow service organizations to:

- Increase forecast accuracy and reduce inventory investment
- Improve service levels and equipment availability

Key Benefits

- Up to 30% percent increased part availability
- Up to 40% percent inventory reduction
- Up to 10% percent increase in asset up-time / availability
- Increased planner productivity
- Lower total cost of service including repair, ordering, and expediting costs
- Improved customer satisfaction
- Increased profitability and revenue



Comprehensive Capabilities:

The PTC Service Parts Management solution enables your organization to optimize inventory globally, minimize excess or shortage conditions and analyze service supply chain performance while simultaneously meeting service targets and addressing network-wide considerations and constraints. This software can house complete product configurations, model probabilistic maintenance bills of material (BOMs), and direct the rebalancing of materials across global networks to achieve the highest availability. PTC Service Parts Management is a single system ensuring that proposal development, contract negotiations, initial provisioning, forecasting, strategic planning and day-to-day tactical planning all have common data structures and modeling assumptions.



PTC Service Parts Management unparalleled functionality includes:

Unrivaled Approach to Advanced Parts Forecasting

- Creates the most accurate forecast possible for every level of the supply chain by using statistical algorithms, installed-base data, causal factors and maintenance requirements
- Proprietary methodologies allow for addressing highly sporadic, intermittent and low volume demands that are extensively tested and successful in the field
- Automated best-fit process, specially designed for service parts, chooses the appropriate method to minimize forecast error
- Advanced multi-causal forecasting ability to incorporate multiple causal factors e.g. operating hours, power cycles, adaptive failure rate/MTBF estimation and use of time phased failure rates
- Includes maintenance event-based forecasting and life-limited part forecasting

Sophisticated Inventory Planning and Optimization

- Multi Indenture Multi Echelon (MIME) inventory optimization determines the lowest cost solution to achieve desired service levels using advanced optimization algorithms
- Accurate stochastic model predicting service accurately based on multi-level repair and procurement and reverse supply chain flows with Return Rate, No Fault Found Rate, Repair Rate and associated lead times and variances
- Differentiated service levels by contract, customer, equipment, location with combination of metrics such fill rate, equipment availability and customer wait time
- Optimize to inventory investment and new buy targets
- Minimize new buys by optimal burn down of excess inventory and make best use of existing stock
- Rotable Pool Optimization with flexible global and regional pools and pool based constraints and service targets



Innovative Scenario Modeling

- Flexibility to adjust many decision parameters to analyze their impact on inventory investment and service levels by using what-if scenario planning
- Enables strategic decision making and analysis for contract pricing, reliability/cost tradeoffs, and determination of long-term expenditures for procurement and repair
- Rich exception based workflow and views for reviewing, comparing, analyzing, modifying results and performing what-if analyses

Robust Lifecycle Analysis

- Manages transitions through the product lifecycle, including new product introduction, end-of-life, and product configuration changes
- Initial Provisioning (IP) recommends spare parts to be sold for the customer to support a new asset or set of assets
- Last Time Buy (LTB) leverages demand of parts that have already gone through end of life by identifying common characteristics among those parts then grouping through clustering techniques



Advanced Order Planning

- Recommends the most effective way to repair, replenish, rebalance and buy materials throughout the supply chain
- Optimal Time Phased Order Planning, minimizing procurement and avoiding backorders, recommend best dates for repair and procurement orders
- Incorporating real business constraints such as vendor and company calendars, order/pack size limits
- Model real life part chains to maximize use of existing material such as replace, alternate, and substitute parts with one way or two way interchangeability
- Comprehensive and configurable fair share and inventory re-balancing rules and prioritization to support real business scenarios
- Interactive planning using an intuitive planner dashboard to do what-if analyses and modify plans
- Intelligent identification of expedite and deferral candidates to reduce shortages and excess



Transforming Service with PTC Service Lifecycle Management

The potential for service revenue continues to grow along with customer expectations. PTC Service Lifecycle Management (SLM) combines industry-leading IoT platform technology with best-in-class service solutions to reduce unplanned downtime, increase equipment availability and deliver the world-class service your customers demand. Together with PTC, your service organization can make smarter decisions by analyzing your service and product data in real-time, differentiating your service offering by improving service delivery and helping redefine value for your customers and your organization with outcome based service offerings.

PTC Global Services

- Value Centric Engagement Model: Ensures cross-organizational alignment on key business objectives, a detailed roadmap that connects business need with technical feasibility, and clear accountability for program governance and decision making
- Ensures that PTC technology is aligned with your strategic business requirements, best practice processes, and organizational constraints
- Adapts to your priorities while minimizing deployment risks, accelerating time to value, and increasing flexibility for future organizational needs
- Role-based adoption programs enable a customized approach tied directly to the deployment roadmap and to individual and work group needs for process improvement



To learn more about the PTC's Service Parts Management solution please visit:
ptc.com/solutions/service-parts-management-solution/



We provide technology solutions that transform
how customers create, connect, operate, and service products

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