



SMART, CONNECTED SERVICE

WHAT DOES FLAWLESS FIELD SERVICE LOOK LIKE?

ServiceMax surveyed our customers in January 2014, and the average ServiceMax customer reported:

18% decrease in average time to repair

15% improvement in customer satisfaction scores

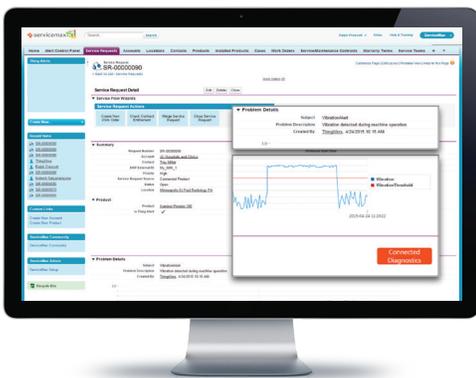
24% increase in productivity due to mobility

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

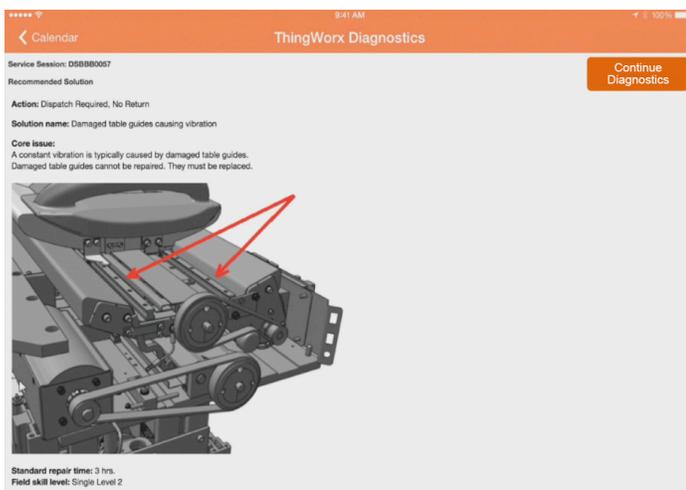
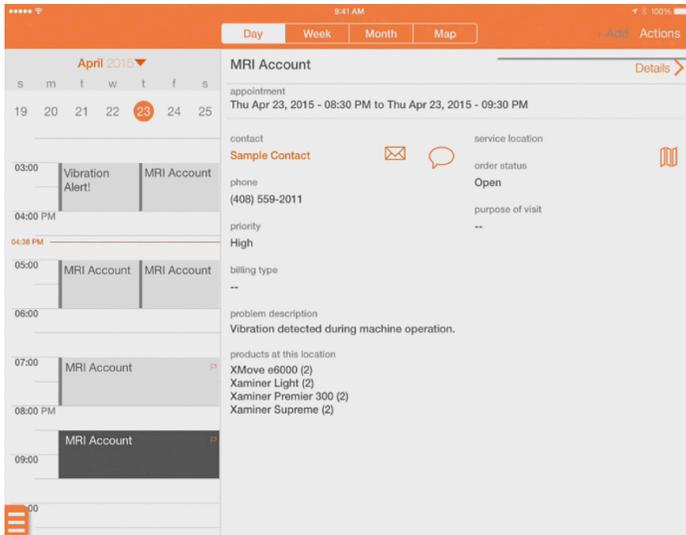
Welcome to the age of connected devices. By leveraging what is commonly referred to as the Internet of Things (IoT), manufacturers are reaping the benefits of vast amounts of machine-generated data that can provide unique insights into quality, reliability, failure rates and real-world usage of the machines 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 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 to log a "case" become obsolete, and most importantly, the customer views your product and your service as exemplary.

Whether the machine in question is the ATM at the bank on the corner, a generator keeping a remote research site operational, 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. The smart, connected service system of the future knows immediately when something has failed or is about to fail, and automatically dispatches the necessary technician and parts to repair the machine. ServiceMax and PTC have partnered to make this revolutionary connected solution a reality today. Not only does it make proactive service a possibility, but it also enables service providers to create entirely new offerings, where the outcome - not the physical product - is what the customer buys. This is what many call "servitization."



An alert from ThingWorx automatically launches a Service Request in ServiceMax



The service technician uses the ServiceMax Mobile for iPad app to troubleshoot and run diagnostics to understand the issue.

Benefits

- Decrease average time to repair by proactively anticipating service needs
- Maximize the productivity of your field service teams (including service partners)
- Improve service level agreement (SLA) compliance rates and exceed customer expectations
- Increase customer satisfaction and build your customer's 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

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
- Robust IoT capabilities via ThingWorx/Axeda platform enable proactive service

Robust, field-ready mobile apps, improving productivity by an average of 24%*



- Simple, clean user experience designed with field service techs in mind
- Seamless usage whether internet connectivity is available or not
- Apps available for iPad, iPhone, Android, and Windows-based laptops

Connectivity via PTC and ServiceMax

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



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

Copyright © 2015 ServiceMax, Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners.