

# Service Execution Management for Heavy Construction Machinery

Maximize safety, asset uptime and mitigate disruption

## Customer Metrics

**14%** decrease in service cost

**12%** increase in equipment uptime

**15%** increase in first-time fix rate

*ServiceMax Customer Survey Results*

## Benefits

- Mitigate disruptions with preventive service execution
- Improve safety with secure collaboration and mobility tools
- Monitor and measure first-time fix rates, mean time to repair, and technician productivity

## Product Highlights

- Automate and digitize service execution activities
- Maximize work order management with reporting and dashboards
- Secure enterprise collaboration tools and mobility offline and online

Equipment rental companies, homebuilders, construction companies, and surface mining companies are striving to automate operations and reduce maintenance costs. The transition to digital is enabling heavy construction machinery service providers to realize new service efficiency with a focus on mitigating disruptions and optimizing productivity.

ServiceMax is the leader in service execution management, providing digital tools to automate and manage work orders, service debriefs, parts planning, inspections, preventive maintenance, and technician enablement.

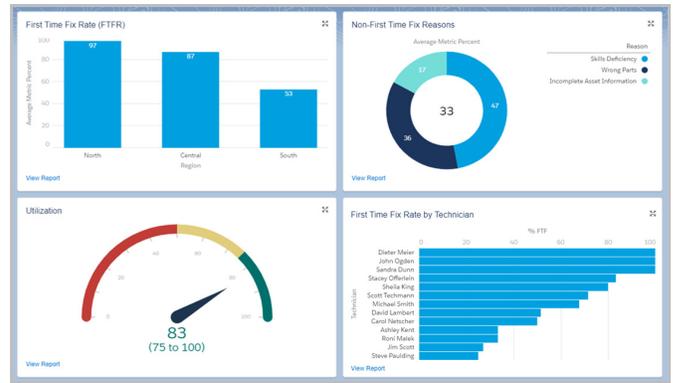
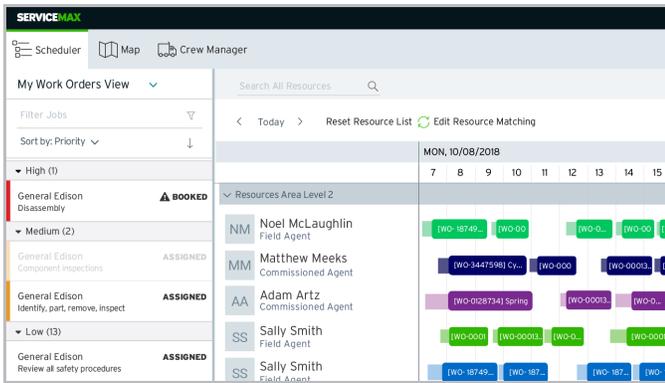
Companies that operate earthmoving, paving, and lifting machinery can manage any field service complexity with ServiceMax, the best in class Service Execution Platform for Heavy Construction Machinery.

*Communication insights provide visibility, drive employee performance, and inform staffing needs*



*Workflow engine ensures consistent service execution*

*All modes of communication: 1:1 and group messaging, voice and video calling, content sharing, hotlines and broadcasts*



## CAPABILITIES

### Work Order Management

Plan, assign, execute and manage service events using a configurable job debrief process for inspections and work orders.

### Installed Asset Management

Track and manage installed assets including entitlements, asset movement and service delivery activities. ServiceMax will also configure a parts swap of a defective serialized unit as part of the Work Order debrief process.

### Interactive Dispatch Console

View service technicians' availability and skills to assign work orders and dispatch the best-suited technicians or crews, whether they are your employees or contractors.

### Efficient Parts Management

Monitor parts inventory levels at different locations and easily manage the stock and facilitate the transfer of parts between locations.

### Improved Asset Visibility

View and update information on the history, performance, and location of the asset and access the knowledge base, even when internet connectivity is not available.

### Checklists

ServiceMax captures the 'return to service' checklist as part of the work order debrief and service flow process online or offline.

## About ServiceMax

ServiceMax is the global leader in Service Execution Management that enables earthmoving, paving, and lifting machinery providers to minimize asset downtime, increase productivity and safety. By doing so, our customers are able to maximize service execution efficiency gains. We help our customers transform their service execution through a rapid modular deployment approach that we have perfected by working with hundreds of enterprises around the globe.

Get your personalized demo today at  
[servicemax.com/demo](https://servicemax.com/demo)