Bolt Data Connect + ServiceMax

Supporting Proactive Field Service with Asset Insights

Benefits

- Automate work orders
- Trigger usage-based preventive maintenance
- Give field workforce mobile visibility to sensor data
- Enable remote resets
- Store all IoT data in the cloud
- Tailored IoT solution with scalable modular architecture

Outcomes:

- Improve Asset Uptime
- Lower operating costs
- Increase customer satisfaction
- Greater insight into product performance

If you're using Salesforce, simply install our **Managed Package from the Salesforce AppExchange**, configure your connection to your Bolt Data Connect Cloud Gateway and start realizing the benefits of IoT today!

The IoT market for service execution is maturing. According to Gartner, 65% of complex equipment manufacturers plan to execute IoT-enabled "servitization" by 2025. But these plans cannot come to fruition without applications that address the data, work type and integration challenges specific to field service.

Bolt Data Connect is a cloud-based application that offers an out-of-the-box, AI-enabled solution built specifically for field service. The Bolt Data - ServiceMax joint solution provides actionable data from IoT-connected assets to help IT and field service operations teams optimize and automate workflows. It's a complete, end-to-end connected field service solution that helps global enterprise organizations keep their critical assets running.
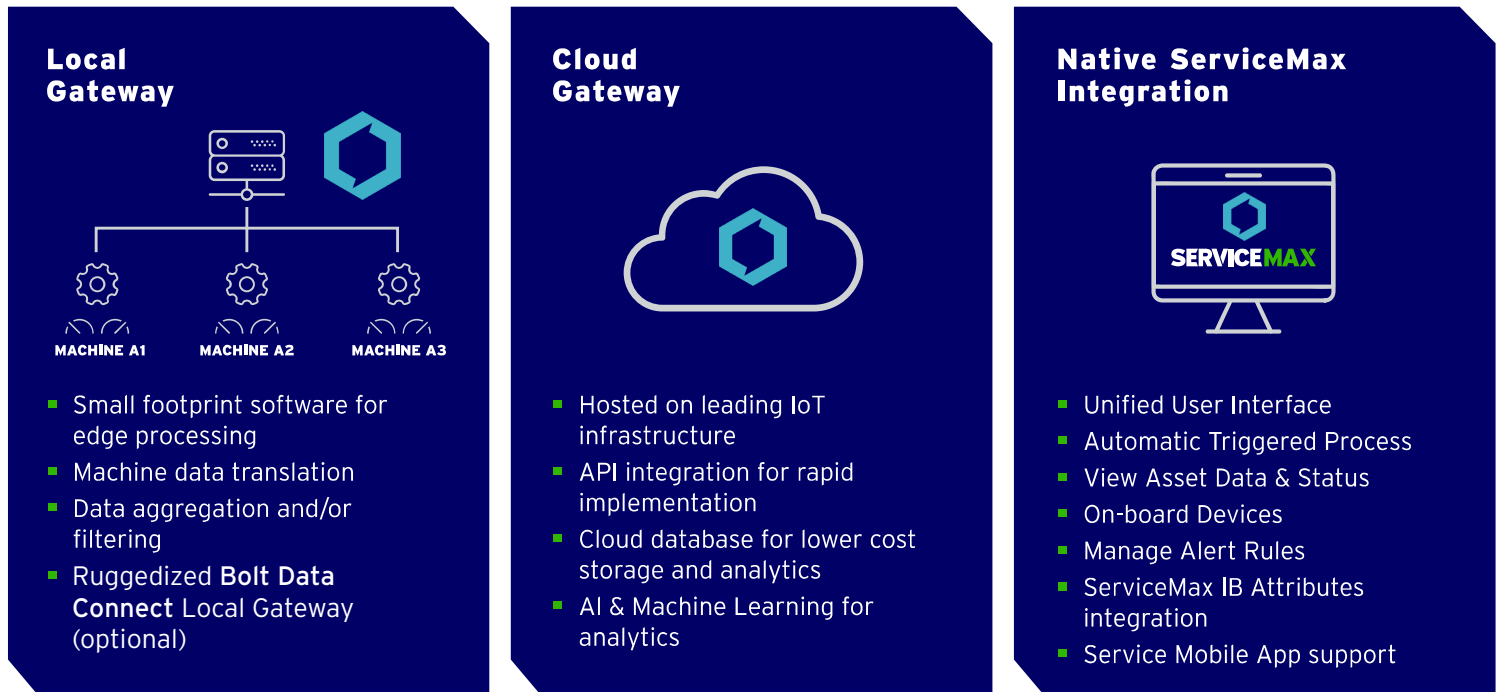
Built on highly-trusted infrastructure platforms, these leading applications work together natively and out-of-the-box, with no code required. With Bolt Data Connect and ServiceMax, service organizations can adopt a proactive service model to improve their customer experience and identify asset problems - before they happen. Service organizations can also monitor asset performance insights with live streams and digital twins in order to create a profitable, outcome-based service model.

Bolt Data Connect Desktop and Mobile Integration

Bolt Data Connect + ServiceMax = The Most Complete Connected Field Service

- Built on top of industry-leading IoT platforms, providing reliability and security
- Out-of-the-box, no-code integration with ServiceMax

Local Gateway

- Small footprint software for edge processing
- Machine data translation
- Data aggregation and/or filtering
- Ruggedized **Bolt Data Connect** Local Gateway (optional)

Cloud Gateway

- Hosted on leading IoT infrastructure
- API integration for rapid implementation
- Cloud database for lower cost storage and analytics
- AI & Machine Learning for analytics

Native ServiceMax Integration

- Unified User Interface
- Automatic Triggered Process
- View Asset Data & Status
- On-board Devices
- Manage Alert Rules
- ServiceMax IB Attributes integration
- Service Mobile App support

Capabilities - Leveraging Bolt Data Connect in ServiceMax

Installed Base - IoT Console and Asset Map

- View Installed Base or use advanced filtering to focus on specific assets
- Take a quick look at asset details with hover-over pins
- See asset issues at a glance via color-coded status icons
- Review asset details, performance history, and trends with advanced visualization
- Capture and share machine data snapshots
- Remotely interact with assets (e.g. send commands)
- Automate IoT-triggered service with a one-click workflow
- View asset geolocation
- Integrate with ServiceMax Installed Base technical attributes to trigger automated workflows (emergency work orders, preventative maintenance)

Admin Console

- Configure IoT and AI logic to automate workflows
- Connect to assets
- Manage security and permissions
- Create and configure Local and Cloud Gateways

ServiceMax Go Mobile App Support

- View snapshots of asset performance data, including sensor graphing, in the field (attached to both Installed Product and Work Order)
- Search and view historical performance data
- Utilize advanced visualization tools

For more information, visit
www.bolt-data.com/who-we-are/partners/servicemax