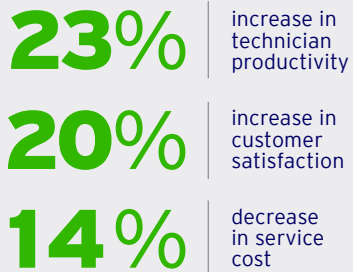


Contractor Management with ServiceMax Partner Community

Leverage third-party technicians to boost the agility of your service business

Customer Metrics



Average ServiceMax Customer Results

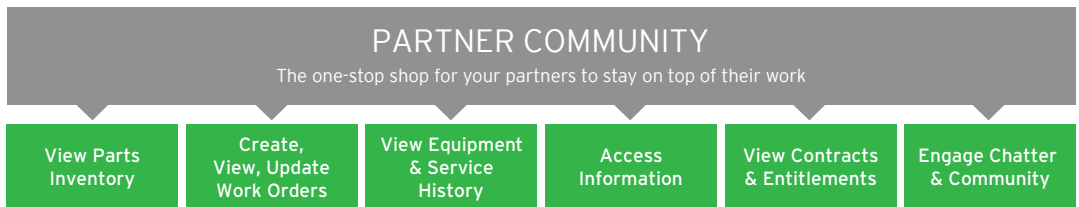
Benefits:

- Get real-time visibility into partner operations
- Deliver consistent service levels and improve your profit margins
- Hold your contractors accountable

Product Highlights:

- Seamless integration with ServiceMax platform
- Secure sharing of a subset of features and data
- Full portal customization to reflect your brand

For all the outsourcing goals you have set out to achieve, your contracted partners are your direct line to the customers. To be optimally prepared for their jobs, and to hit their SLA goals, your contractors must be current on work orders, parts, service and equipment history, entitlements, and documentation. Third-party technicians also need to communicate with you and each other in case problems arise.



Outsource work and deliver top services to your customers

The ServiceMax Partner Community module makes your service channel transparent and lets you securely share information with your partners, empowering them to deliver great service on your behalf. Your contractors can look up just about anything: product information, available parts, service contracts and warranty details.

GLOBAL PARTNERS

Assign Work Orders

Keep your partners informed

Fast Troubleshooting through collaboration

Access to shared Dashboards & KPIs

Service Requests | **Work Order** | **Install** | **Parts** | **Contact**

Important Product Announcements

Product Spotlight

- FAQ for product line XYZ
- Documentation for product ABC
- What changed in the recent press release
- Preventative Maintenance plans for product line 555
- Active service contracts
- Download service pack 3.1

Analytics

- Mean time between failures by product line and location
- View SLA audit trail
- See what your claims
- View...

Upcoming Events

June 15	Customer roadshow in a city near you
June 5	Online certification training
July 30	Customer success summit
August 15	Analyst benchmark webinar

Discussion Forum

- Give feedback, ask questions, and participate
- Check out the top questions
- Forum leader board awards
- Start a new discussion
- Live Q&A with our expert Jane Doe

List of Installed Products

Product ID	Product Name	Serial/Lot Number	Date Installed
LP500PW67	UX-Charge Controller	LP500PW67	7/1/2010
DW33PW55	UX-MidNight Solar Combiner Box	DW33PW55	4/1/2011
TX454PW44	UX-BIP-4175b 175 Watt PV Modules	TX454PW44	10/1/2011
TV300PW1	UX-Trail L16REB	TV300PW1	11/1/2011
XY500PWW1	UX-Batteries (2V Cells)	XY500PWW1	4/1/2012

Search

GO

Advanced Search

Powerful Search



Always know how your partners are stacking up with the partner management dashboard

FEATURES

- Quickly implement a partner portal that is fully integrated with your application
- Customize the portal to reflect your brand
- Create as many partner communities as you need, and manage them centrally
- Assign work orders to partner companies, individual 3rd-party engineers, or a pool of contracted and qualified technicians
- View and update existing work orders
- Upon assignment, partners will see their work orders in the portal and must accept or reject them within a given timeframe
- Utilize built-in sharing rules to securely and efficiently share information across partners, currencies, languages, and locations
- Allow partner teams to view work orders, inventories and entitlements, create time and material details, and complete and debrief work in the field Interact with third-party technicians at job site to quickly resolve any potential issues
- Provide partners with mobile apps to make their field workforce more productive
- Let your contracted partners search for historical work orders or filter them by status
- Enable your contractor's field technicians to generate new work orders for follow-on jobs, determine the maximum cost per work order, and implement corresponding approval workflows
- Give your partners insights into customer entitlements, and help them increase their billable time and new contract sales
- Provide partners with the same information as your own workforce to ensure that parts are accounted for and work is completed efficiently
- Keep your partners aware of changed parts, updated configurations, or new equipment calibration
- Safeguard your community with proven security technology from Salesforce
- Consolidate your communication in one location and apprise partners of new service policies, procedures, upcoming events, training, or certification programs
- Define service partner resources, personnel, and availability to manage schedules and assign work orders
- Maintain different communities for multiple partners or enable role-based permissions to securely share information across partners
- Leverage prebuilt dashboards and reports for real-time visibility into your partners' activities, and share real-time performance insights with them

About ServiceMax

ServiceMax's mission is to help customers keep the world running with asset-centric field service management software. As the recognized leader in this space, ServiceMax's mobile apps and cloud-based software provides a complete view of assets to field service teams. By optimizing field service operations, industries with high value, complex, mission-critical equipment can support faster growth and run more profitable, outcome-centric businesses. For more information, visit www.servicemax.com.

Get your personalized demo today at
servicemax.com/demo