SERVICEMAX

Proactive Maintenance

Smarter plans to deliver the right service at the right time

Customer Metrics

12%
increase in equipment uptime

23%
increase in technician productivity

24%
decrease in compliance incidents

ServiceMax Annual Customer Survey

Benefits:

- Extend your equipment lifetime
- Optimize your maintenance to meet your service goals
- Consistent, proactive service for better customer experiences

Product Highlights:

- Streamlined maintenance planning and management
- Automated creation of work orders and assignment of tasks
- Proactive Maintenance (PM) plans with pre-defined schedules and part lists

Poor maintenance strategies can reduce a manufacturing plant's productive capacity up to 20 percent. Recent studies show that unplanned downtime costs industrial manufacturers an estimated $50 billion annually. In today's competitive environment, it's not about just scheduling the same work every month. It's now about working smarter with improved and more immediate information on your equipment's condition to ensure your maintenance efforts are effective.

Improve your customer experience with consistent, proactive service

Implement the best in Proactive Maintenance (PM) strategy with time-, usage-, and condition-based PM plans and automated work order creation that allow you to right-size your maintenance work, lower costs, and extend the life of your equipment. Used by customers worldwide, ServiceMax Proactive Maintenance automates and simplifies the tasks in creating PM plans and delivers on-time maintenance - with or without IoT connected equipment - that automatically assigns work orders and performs maintenance work by following templated checklists with step-by-step tasks.

Achieve your business objectives with service contracts that support Proactive Maintenance plans

Deliver Proactive Maintenance with condition-based plans

FEATURES

- Proactive Maintenance Plan templates define the products and schedules for time, usage, and condition-based maintenance

- Unlimited number of proactive maintenance plans for a given service contract

- PM Plans are automatically generated with activation of customer service contracts

- Automated creation and scheduling of work orders when thresholds (e.g. temperature, pressure) are met

- Create PM plans by account, location or installed products

- Deploy reusable tasks and part lists across PM plans Task templates prescribe maintenance activities and provide sequenced, priority tasks and required parts

- Automatically assign maintenance work orders

- Administrators are kept up-to-date on PM plan execution

- Dynamic PM scheduling creates work orders that adjust to work performed other than originally scheduled

- Automatically assign work orders to queues and primary technicians

- Counter- and condition-based PM plans support IoT connected equipment

- PM Engine continuously improved to reduce imprint, lowering processing time and backend effort

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.

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