

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.

The screenshot shows the ServiceMax web application interface. At the top, there's a navigation bar with 'ServiceMax' and various menu items like 'My Dashboard', 'Reports', 'Dashboards', 'Accounts', 'Installed Products', 'Contacts', 'Locations', 'Service Contracts', and 'Work Orders'. A search bar is also present. Below the navigation, a notification banner reads 'Service Contract defined'. Underneath, details for a 'Service Contract' are shown, including 'Account: Princess Margaret Hospital', 'End Date: 10/30/2018', 'Expiring Soon? Yes', 'Upsell Potential', and 'SLA Terms: Platinum'. A tabbed interface shows 'PM Plans' selected, displaying a table of 'Preventive Maintenance Plans (4)'. A green callout box points to the table with the text '4 PM plans assigned to 1 service contract'. The table has columns for 'PM PLAN NAME', 'STATUS', 'FREQUENCY', and 'DATE'. The 'RELATED' section on the right includes 'Notes & Attachments (1)', 'Service Contract History (10-)', and 'Renewal History (0)'. An 'ACTIONS' section is also visible at the bottom right.

PM PLAN NAME	STATUS	FREQUENCY	DATE
PMH PM - Product Based	Active	6 Months	Jan 1, 2010 Dec 31, 2030
PMH PM - Location Based	Active	Days	Jan 1, 2010 Dec 31, 2030
PMH PM - Dynamic Scheduling	Active	Days	Jan 1, 2017 Dec 31, 2030
PMH PM - Condition Based	Active	Days	Aug 1, 2017 Dec 31, 2020

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

Preventive Maintenance Plan				
PMH PM - Condition Based				
Status	Start Date	End Date	Service/Maintenance Contract	SLA Terms
Active	8/1/2017	12/31/2020	PMH - Platinum Service Contract	Platinum
Details				
Information				
Service/Maintenance Contract	PMH - Platinum Service Contract		Status	Active
PM Plan Name	PMH PM - Condition Based		Account	Princess Margaret Hospital
Description	Counter Based PM Plan for Scanners. Uses Scan counter or 6-month interval to schedule PM WOs. Condition Based		Start Date	8/1/2017
Coverage Type	Product (Must Have IB)		End Date	12/31/2020
SLA Terms			Location	

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.

Get your personalized demo today at
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