

# Entitlements

Achieve your service revenue ambitions with comprehensive warranty and contract management

## ServiceMax Impact

- 21%** increase in contract renewal rate
- 25%** increase in service revenue
- 20%** increase in Net Promoter Score

Average ServiceMax Customer Results

## Benefits:

- Improve administrative efficiency and reduce inaccuracy in contract creation
- Reduce errors and guesswork with automated entitlements
- Minimize revenue leakage with complete visibility into warranty and contract commitments
- Increase upsell and revenue growth opportunities with quoting and proforma invoicing

## Feature Highlights:

- Manage the complete warranty and service contract lifecycle
- Complete visibility into warranty and contract commitments for all service stakeholders
- Enable detailed insight into specific SLAs, detailed pricing, or applicable discounts promised to service customers.
- Extend robust quoting and automated proforma invoice creation to the field for immediate contract and service billing

Service revenue has never been more critical than today. Selling service gives manufacturers the opportunity to create new recurring revenue streams with a better margin than the products they sell. These service offerings can become the lifeblood of their business. All too often, manufacturers are held back by the complexity of managing a broad portfolio of warranties, service contracts and other offerings with customized entitlements. Tracking and enforcing them at scale is a daunting challenge, can lead to leakage and amounts to a shaky foundation for your service revenue initiatives. More so, this prevents progress on the path to outcome-based services and advanced models such as equipment-as-a-service.

## Never give service away for free

ServiceMax Entitlements empower customers to define and manage a wide range of service offerings for growing their service business. Part of the ServiceMax Core platform for field service management, it includes a rich set of features for comprehensive contract and revenue lifecycle management. For field service organizations committed to reducing their revenue leakage, shoring up their revenue platforms, and investigating new revenue models, ServiceMax's entitlement engine is a must.

**Leverage existing Service Contracts**

**Manage your Service Plans with configurable components**

**Quickly create Service Contracts**

CONTRACT NAME/NUMBER	START DATE	END DATE	EXPIRING SOON?	UPSELL POTENTIAL	SERVICE LEVEL
GSH - Platinum Service Contract	Dec 20, 2019	Dec 31, 2021	Yes	High	Platinum
GSH - Gold Service Contract	Jan 1, 2014	Dec 31, 2021	Yes	Medium	Gold
GSH - Bronze Service Contract	Jan 1, 2017	Dec 31, 2021	Yes	Low	Bronze

WORK ORDER NUMBER	WORK ORDER TYPE	STATUS	FSE ASSIGNMENT	DISPATCH RESPONSE ICON
WO-00012411	Field Service	Open	New	
WO-00012413	Field Service	Closed	New	
WO-00012415	Field Service	Open	Assigned	Onsite
WO-00012417	Field Service	Open	New	
WO-00012418	Field Service	Open	Queued	
WO-00012419	Field Service	Open	Assigned	Resolved
WO-00012420	Field Service	Open	Queued	
WO-00012441	Field Service	Open	New	
WO-00012442	Field Service	Open	New	
WO-00000563	Field Service	Open	New	Accepted

Access service work history



Understand contract profitability

## FEATURES

### Contract Creation

- Leverage Service Plans and templates to create tailored service contracts
- Define service level agreements tiers with defined response and resolutions times
- Develop service contracts that can include SLA tiers, parts and labor pricing, and additional services
- Include multiple labor pricing options: fixed price, minimum labor charged, rounding time charged
- Incorporate multiple parts pricing rules such as volume-based discounts
- Include support for metered services via counters to track remaining benefits available

### Contract Execution

- Automate entitlement check and verification based on product, location, named contact, and consumed or available services
- Manage multiple types of coverage for a single installed product, Location, or Account
- Confirm an entitlement has been assigned to a Work Order via auto-entitlement

- View SLA clocks and counters to keep track of contract commitments
- Extend access to warranty and contract details to other stakeholders via the customer or partner communities
- Enact support for proactive maintenance templates with required parts and task lists
- Extend full contract detail and insight to field technicians for online and offline access
- Enable onsite quoting and proforma invoice generation for quoted services

### Contract Renewal

- Leverage prebuilt dashboards to measure customer spend and contract profitability
- Draw on embedded reports to track upcoming warranty expirations and contract renewals
- Benefit from automatic service contract renewals
- Manage the service contract lifecycle - quote, activate, renew, and cancel

## 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](http://www.servicemax.com).

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