SERVICEMAX

SERVICE EXECUTION MANAGEMENT

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We Keep the World Running

MILLIONS OF

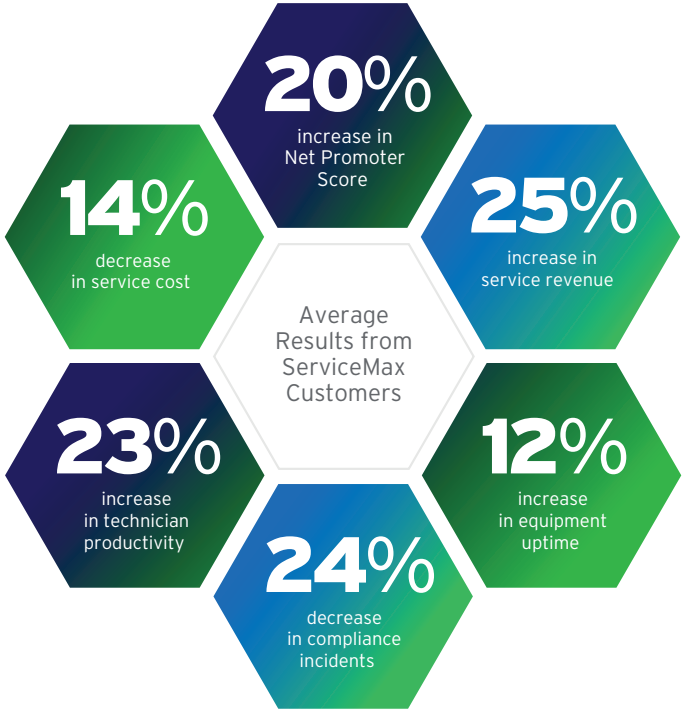
- asset locations
- work orders
- serviced assets

ServiceMax field and asset service management software enables our customers to keep the world running, relying upon both prepared service technicians and complete access to equipment data to eliminate unplanned downtime. ServiceMax delivers an industry-leading solution that was designed for and tested by hundreds of thousands of technicians, engineers, dispatchers, and service leaders.

"We have data coming from ServiceMax that we've never had before. Through that data and analytics on top of it, we are able to accurately plan our long term resource forecast and drive a resource planning schedule through highs and lows."

Trey Keisler, CIO, Global Operations, GE Power

Customer Results with ServiceMax



Customer Survey Results

We at ServiceMax are focused on helping our customers achieve the results they expect from their service execution technology – results that matter and make a positive business impact. It's never been just about the products; it's about what our customers can gain, whether that's more productive equipment, more proficient technicians, or a great customer experience.

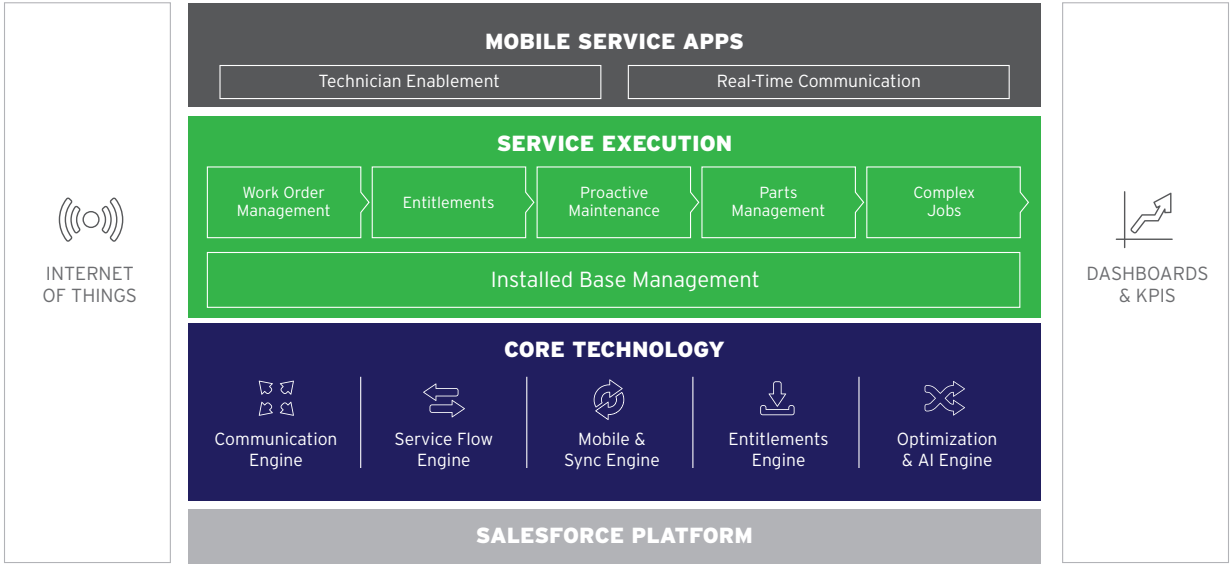
"As a cloud solution, ServiceMax has been very flexible. It's agile and dynamic. ServiceMax has partnered with us, and we have been very appreciative of that."

Dan Cattron, Senior Project Manager (and Six Sigma Black Belt), Tyco Integrated Security

Transform Service Execution in Your Industry

- Life Sciences & Medical
- Industrial Manufacturing
- Building & Construction
- Oil & Gas
- Power & Utilities
- Aviation
- Transportation & Mining
- High Tech & Telecom

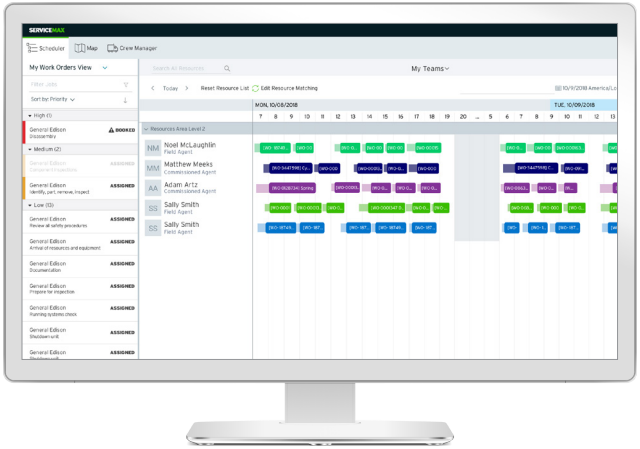
ServiceMax, the Platform for Service Execution



ServiceMax is the market-leading software platform for service execution that helps OEMs, service providers, and asset operators to keep equipment up and running - be it in the field, facility, or factory. By doing so, our customers achieve higher revenue, greater productivity, elevated customer experience, improved safety, and better compliance.

Work Order Management

To ensure a service experience that exceeds your customers' expectations, ServiceMax provides functionality to assist with the entire work order management lifecycle, from work identification, planning and scheduling the work, through data collection, debrief and customer sign-off. We manage service requests, creation of work orders, scheduling and dispatch using the Service Board, schedule optimization, planning of spare parts, as well as communication with customers and service partners through dedicated communities. ServiceMax also provides time and materials entry, checklists and data collection, digital signatures, invoicing, and customer surveys. Work order data is then transferred to systems of record of your choice such as ERP or accounting system for invoicing.



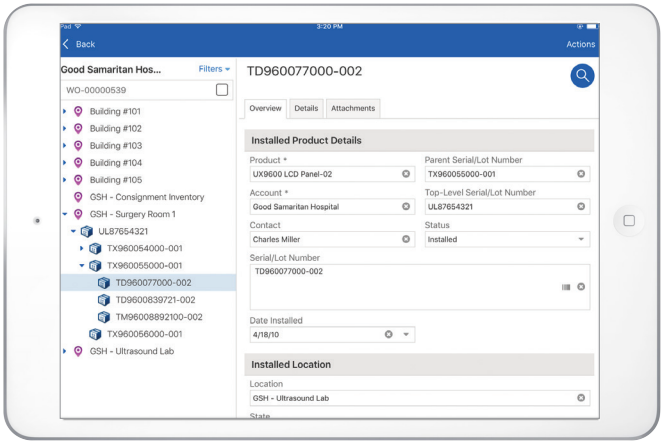
Assisted Dispatch identifies and dispatches technicians efficiently

"By digitizing our end-to-end service offerings, ServiceMax will not only enable us to better serve our customers, but also, track the status of work orders and engineers in the field, and give us improved awareness of customer-specific service requirements."

Justin Sasse, Managing Director, Traka

Installed Base Management

A complete, up-to-date installed base is the foundation for delivering superior customer experiences, and has enabled ServiceMax customers to increase service revenue by an average of 10%. At our core, ServiceMax is the system of record for your serviced equipment. We capture all relevant information, such as product description, location, status, service history, entitlements, a hierarchy of components, and more. Field engineers and operations and maintenance personnel easily update as-maintained equipment history for every customer site or view real-time analytics from their IoT connected devices. Sales and marketing teams use it to more accurately identify upsell and cross-sell opportunities. Complete visibility is provided across all your operations.



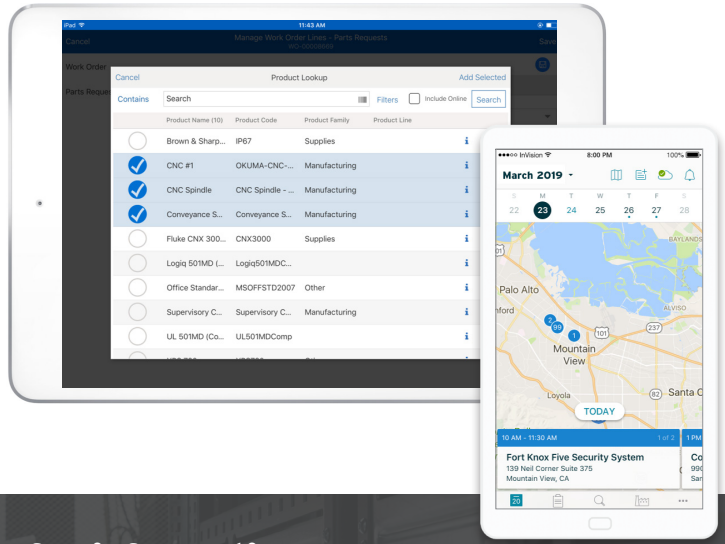
Single source of truth for all your as-maintained equipment

"One of the key things that we really liked about ServiceMax was the data, the information, we could get out of the system to help us drive improvements in our business."

John Cooper, Head of Professional Services, Sony Professional Services Europe

Technician Enablement

The role of a field technician is inherently mobile; don't slow them down with old technology. With ServiceMax, technicians see an average 19% improvement in productivity—almost an entire extra day in their weekly schedules without additional overtime. The ServiceMax app runs on any device, regardless of connectivity. Unlike other field service apps, ServiceMax not only provides information about the next work order, customer site, routing, and products to be serviced, but is highly configurable and extensible, enabling seamless access to upsell capabilities, IoT diagnostics, collaboration, knowledge base, pricebooks, quotes, and parts search.



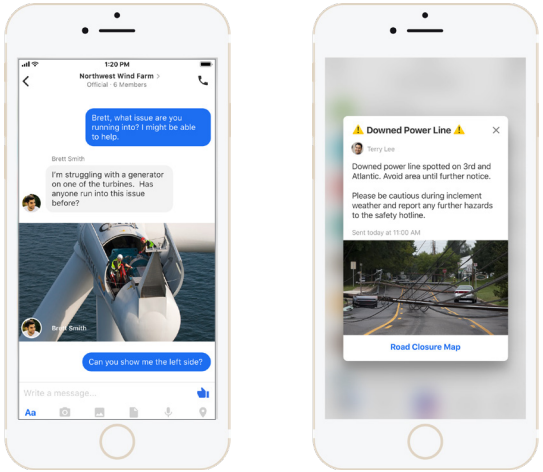
Purpose-built apps to improve technician productivity and customer experience

"Engineers aren't burdened with searching for information on a laptop. We've seen employee morale skyrocket. Engineers aren't just fix-it guys anymore. They're completely in tune with what our customers need."

Steve Nava, Senior Director, Luminex Corporation

Real-Time Communication

No service execution strategy is complete without real-time communication. With Zinc, ServiceMax provides a secure, real-time communication solution that helps connect technicians with the knowledge and expertise that drive results. Purpose-built for service teams, users can connect to experts, the back office, management, and each other using whichever mode works best – including 1:1 or Group Messages, Voice, Video, Push to Talk, Hotline Groups, and Broadcasts. Central administration and communication analytics ensure the right people are part of the conversation.



Contextual group conversations and corporate communications with Broadcasts

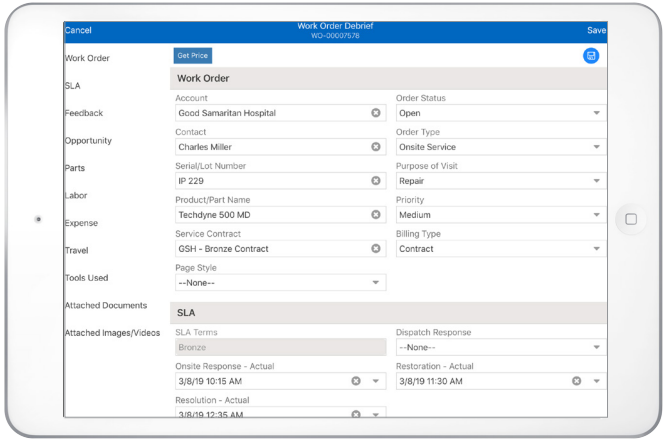
"Zinc makes it easier for our teams in the field to access the subject-matter experts they need to deliver award winning service in the home."

Robb Origer, VP of In-Home Services, DISH Network

Entitlements

ServiceMax can make free service and warranty leakage a thing of the past, contributing to both your top and bottom line results. Automated entitlement verifications take the guesswork out of the equation. Contracts, warranties, and pricing data are all available throughout the service process to ensure accurate billing and clear customer communications.

When quoting new work in the field, technicians can access accurate pricing details even when an Internet connection is unavailable.



Never give away service for free

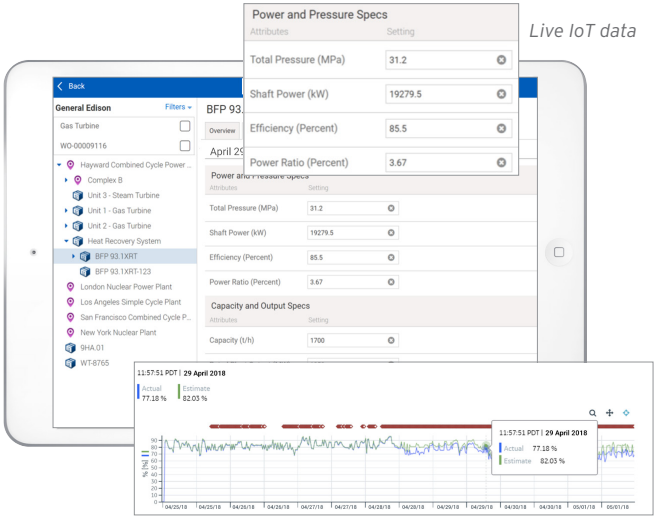
"ServiceMax is the leader in Field Service software. It is a complete suite of all things Field Service."

Beth Koehl, Technology Project Manager, Westmor Industries

Proactive Maintenance

Service leaders find they can significantly reduce equipment downtime by anticipating service needs with machine learning and monitoring equipment conditions with the Internet of Things (IoT). Asset service customers benefit from higher equipment reliability and field service customers benefit from higher customer satisfaction. Connected Field Service activates real-time alerts sent from the sensors on your equipment, processes them for insights in an IoT platform of your choice, and automatically generates service requests in ServiceMax. ServiceMax integrates with any IoT system, such as Predix APM, Microsoft Azure, PTC ThingWorx, and more. Extensive service plan capabilities also enable teams to plan and execute against service contracts, and easily manage time and condition-based maintenance schedules.

Instant access to IoT analytics to avoid equipment downtime



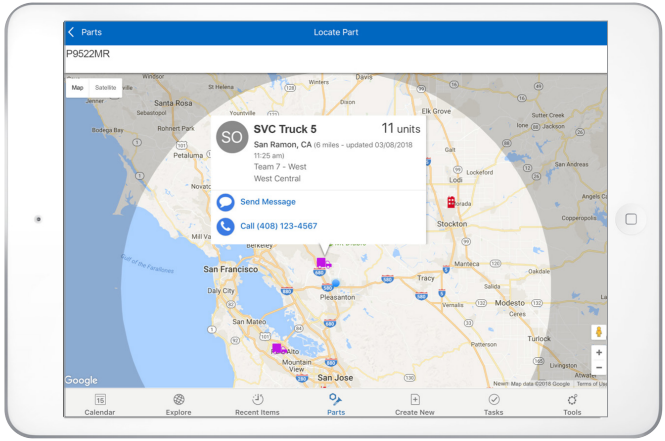
"The industrial IoT allows us to significantly reduce downtime, through predictive maintenance, and in general to improve the field support provided to our customers. It is a real revolution, not just a vision as it was, instead, a couple of years ago."

Manish Gupta, Senior Vice President - IT, Schneider Electric

Parts Management

Service organizations aim to have the right parts at the right time for the right job when a technician arrives. But planning ahead is difficult; and technicians often end up carrying more stock than necessary.

ServiceMax makes complex processes simple and repeatable. ServiceMax manages all business processes for parts inventory, including trunk stock management, stock transfers, parts requests, and return material authorizations. Networks of stocking locations, including customer consignment are tracked alongside all repair locations, such as depots.



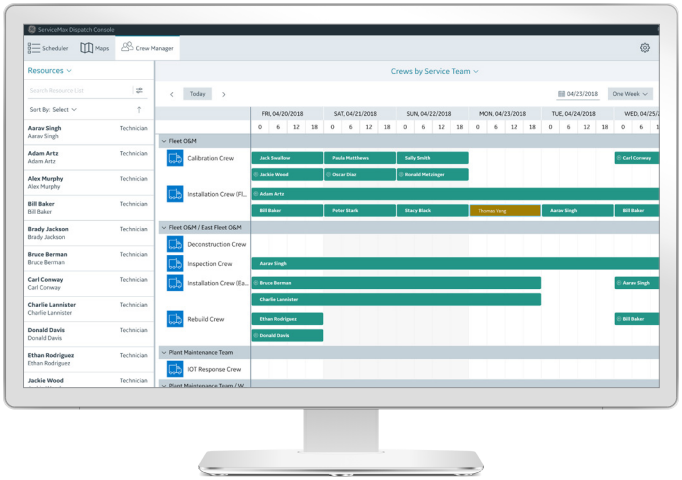
Instantly view nearby inventory availability and make ad-hoc requests from technicians or depots

"ServiceMax will enable us to reduce lead time for service visits, accelerate spare parts throughput, shorten our billing cycle, and consolidate our platforms and tools."

Gerrit Heinrichs, Vice President Operational Excellence, LUNGSTROM

Complex Jobs

Overhauls, upgrades, and installations are often complex jobs that require multiple resources working in shifts over weeks on highly complex assets. Complex jobs require competent planning. ServiceMax helps planners and dispatchers ensure they assign the right resources to jobs, balancing worker utilization, overtime costs, and maintenance priorities. Pre-built industry templates for shift plans as well as detailed administration capabilities make it easy for planners to schedule (and adjust) multi-visit, multi-resource work.



Crew scheduling with a simple drag and drop

"Achieving zero unplanned downtime - is fast becoming reality due to innovative field service platforms that integrate to asset performance management and predictive analytics capabilities. Digital is changing the face of field service in the oil and gas and other service intensive industries and we believe that ServiceMax is paving the way."

Shawn Maxson, Oil and Gas Principal, PwC

Dashboards & KPIs

Get insights into your service execution operations and surface key areas for improvement. ServiceMax Dashboards & KPIs not only include self-service dashboards and reports, but also Service Performance Metrics, a prebuilt dashboard to monitor critical field service metrics, such as first-time fix rate and utilization. Powerful capabilities like charting, drill-downs, and filtering make it easy for service professionals to benchmark performance across regions and divisions, discover revenue opportunities, find the root cause of issues, and make better decisions.

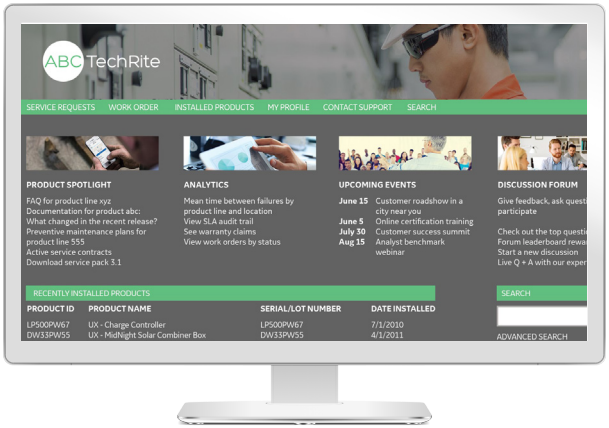
Dashboards provide real-time visibility into service execution operations

"ServiceMax gives us better management information with dashboards, easier reporting, increases our engineer utilization, and supports our shift to a recurring revenue model of managed services."

Mussy Kurt-Elli, CEO, QubeGB

Contractor Management and Customer Engagement

In service execution management, the success of your business depends on the strength of your interactions with customers and partners. Everyone at the center of your service organization needs to engage in, collaborate on, and have visibility into the service delivery process. Leverage ServiceMax Communities - fully integrated with your ServiceMax application - to efficiently engage with customers and contracted partners. ServiceMax Communities are the go-to place to securely collaborate, brand, and share.



Stay connected with your customers and partners with ServiceMax Communities

"By 2020, over 40% of field service work will be performed by technicians who are not employees of the organization that has direct contact with the customer."

Jim Robinson, Gartner, Inc., Critical Capabilities for Field Service Management, 27 March 2018

Core Engines

COMMUNICATION

Enterprise grade, secure communication for contextual conversations that are linked to your systems of record.

ENTITLEMENTS

A fully automated rules-based engine that guarantees that crucial contracts and warranty data is accurate, available everywhere, and visible to the correct parties throughout the service delivery process.

SERVICE FLOW

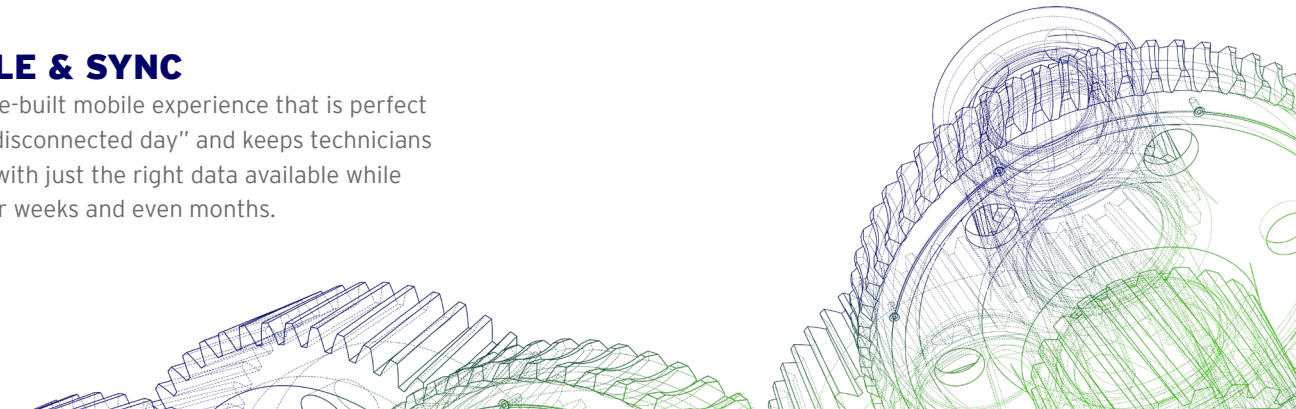
A powerful business workflow engine that ensures consistent service delivery across all your technicians, while adapting to your evolving business needs through flexible configuration.

OPTIMIZATION & AI

An intelligent, self-learning engine that creates the most effective schedule in real-time based on your specified business outcomes, such as costs, service levels, and drive times.

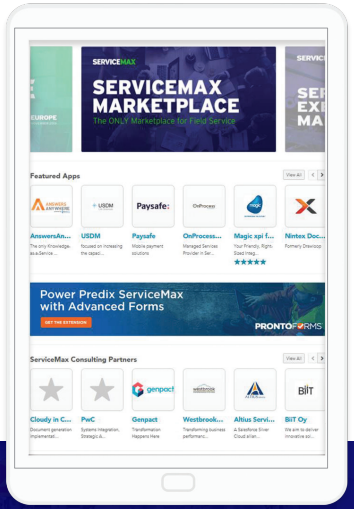
MOBILE & SYNC

A purpose-built mobile experience that is perfect for the "disconnected day" and keeps technicians working with just the right data available while offline for weeks and even months.



Integrations and the ServiceMax Marketplace

ServiceMax is native to the Salesforce Platform and integrates easily with other enterprise systems. In fact, most ServiceMax customers integrate their service execution solution with their ERP for invoicing, pricing, inventory, asset management, and more. The platform has an open architecture—with APIs to connect to other enterprise applications. To extend the ServiceMax solution even further, the ServiceMax Marketplace is home to an active ecosystem of applications and integrations that are built by ServiceMax partners, system integrators, and customers. These commercially available, certified solutions can be found at marketplace.servicemax.com.



"From a global standpoint, ServiceMax can be implemented in any region. It allows us to continue to grow and include other business applications on the platform."

Dan Cattron, Director North America, PMO, Johnson Controls International

“ServiceMax gives you complete visibility to all your service data.”

Terry Cavender, Senior Global Project Manager, Pitney Bowes

SERVICEMAX

About ServiceMax

ServiceMax is the global market-leader in Service Execution Management, a software category that includes both Field Service Management and Asset Service Management. ServiceMax provides a cloud-based software platform that improves the productivity of complex, equipment-centric service execution for OEMs, operators, and 3rd-party service providers. Enterprise companies across the globe have turned to ServiceMax to help them keep the world running while they reap the benefits of increased revenue, higher productivity, improved customer experience, secure enterprise communication, greater safety and better compliance.

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