

# Customer Communities

Leverage a unified experience to delight your customers and rein in your service delivery cost

## Customer Metrics

**20%** increase in customer satisfaction

**14%** decrease in service cost

**21%** increase in contract renewal rate

Average ServiceMax Customer Results

## Benefits:

- Improve customer experience
- Increase efficiency and reduce costs
- Improve customer loyalty and renewal rates
- Increase upsell opportunities

## Feature Highlights:

- Connect to your customers in real time
- Fully brand your customer portal
- Securely share relevant information
- Flexibly support your omnichannel service strategy
- Seamlessly integrates with your ServiceMax platform

The customer is front and center in everything you do. In fact, the success of your business depends on the strength of your interactions with your customers and their experience with you. Customers know what they want, how they want it, and speed is of the essence. They are always connected, increasingly mobile, social, and self-educating, becoming more digitally engaged and less enthused about picking up the phone to ask routine questions or request service.

## Build long-term, profitable relationships by partnering with your customers

ServiceMax Customer Communities are a conduit for your brand and can be a cornerstone of your omnichannel strategy. Geared towards streamlining the customer experience, while lightening the workload of your frontline workers, Customer Community portals work hand in glove with our mobile app **ServiceMax Engage** to ensure transparency with your customers.

The image displays a screenshot of the ServiceMax Customer Community portal and a mobile app interface. The portal features a navigation bar with links: SERVICE REQUESTS, WORK ORDERS, INSTALLED PRODUCTS, MY PROFILE, CONTACT SUPPORT, and SEARCH. Key sections include:

- PRODUCT SPOTLIGHT:** Lists FAQs, documentation, and service packs for various product lines.
- ANALYTICS:** Provides mean time between failures by product line and location.
- UPCOMING EVENTS:** Lists events such as online training and webinars.
- DISCUSSION FORUM:** A space for customer discussions.
- RECENTLY INSTALLED PRODUCTS:** A table listing installed products with details on product ID, name, serial/lot number, and date installed.

Callouts highlight features like "View Work Orders", "Create Service Requests", "Important Product Announcements", and "Keep your customers informed". The mobile app interface shows a feedback form titled "How was your technician visit?" with a star rating system and a "Submit" button.

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 175Watt PV Modules	TX454PW44	10/1/2011
TV300PW11	UX-Tron L-16REB	TV300PW11	11/1/2011
XY500PWW1	UX-Batteries (2V Cells)	XY500PWW1	4/1/2012

A well-designed ServiceMax Customer Community improves customer experience, especially when used in conjunction with our consumer-grade mobile app, ServiceMax Engage.



**“We are now able to create swift audit trails, access and report on account data, not only to improve service at the customer site, but to help us identify trends and diagnose problems with products. We use ServiceMax to help us approach customer satisfaction from all directions, through exceptional service delivery and constant improvement in product design.”**

Rohan Bloice, *Business Development*, James Automation

With ServiceMax, your customers can quickly, easily, and safely access information, open cases, and perform tasks – either in the portal or on Engage. You determine what and how much of the service information, and asset data you want to share via each channel. For example, during a customer renewal, Engage might be utilized primarily for notifications to the customer regarding the renewal process, which then directly link your customer to detailed renewal information and contract execution in the portal. Utilizing both Engage and Customer Communities together also helps you keep a focused scope for your portal implementation that will result in a faster time to value.

## KEY FEATURES & CAPABILITIES

- Quickly implement a branded customer portal that is integrated with the ServiceMax Core platform and the mobile app ServiceMax Engage
- Leverage Customer Community and Customer Community Plus to manage both your portal and Engage users
- Build one community for all or one for each of your customers, just as you need it
- Enable self-registration to give community users instant access
- Protect your community by trusting Salesforce's proven security technology
- Closely monitor the activities of your community and Engage users
- Utilize built-in sharing rules to manage who sees what for your portal as well as for Engage
- Embed customer-specific dashboards and reports into the branded portal pages
- Enable customer users to create new service requests, view and update existing work orders
- Share equipment & service history with your customers
- Create a central location to put information like product manuals, user docs, FAQs, announcements, and news into the hands of your customers
- Give your customers visibility into their service contracts and warranties so they're aware of upcoming expiration dates, coverage and expected levels of service
- Turn customers into ambassadors with the ability to interact online, leave comments and ask questions in dedicated forums
- Enable customers to consume and order parts

## 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).

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