

SERVICEMAX

Field Service Management for Industrial Equipment Manufacturers

Grow your market show with an outstanding customer experience while improving uptime, profitability, and efficiencies

Customer Metrics

25% | increase in service revenue

20% | increase in customer satisfaction

12% | increase in asset uptime

Average ServiceMax Customer Results

Platform Highlights:

- Complete visibility of all your assets
- Built-in workflows that can be adapted to for your business requirements

“Increasing our installed base knowledge from 10% to 35% improved lead generation by 8% and resulted in 6% of additional business.”

Daniel Philip, VP Global Field Services Operations, Schneider Electric

As an industrial equipment manufacturer, adding new service offerings to your portfolio holds the promise of healthy margins and improved customer retention. With your knowledge of equipment design and development, you are well prepared to drive superior equipment performance for your customers.

As a backbone for your entire field service operations, ServiceMax helps you capture more value from your equipment and reap the rewards of improved customer outcomes.

ServiceMax is doing that

- By providing you with full visibility of all your assets
- By automating your service processes
- By driving maximum efficiency for your technicians, dispatchers and back-office teams



KEY CAPABILITIES

Asset Visibility

- Asset 360 for Salesforce enables you to track and manage your equipment in real time, including as-maintained bill of material, service history, replaced parts, entitlements, status, age and locations
- Connect to IoT platforms and leverage data from telemetry devices and sensor-based equipment
- Leverage Preventive Maintenance features to plan and execute jobs against service contracts, and easily manage time- and condition-based maintenance schedules

Service Execution

- Manage work orders efficiently with a highly automated scheduling and dispatch solution
- By leveraging Asset 360's entitlement capabilities, you can prevent service revenue losses caused by work that should have been charged for. Your service teams can instantly see the service coverage for every asset and respond quickly to customer requests.
- Manage and track parts, returns & repairs across locations, technician vans and depots across the service delivery chain. Wherever you do your repair work, ServiceMax keeps service logistics efficient so you can keep your operations profitable
- Successfully outsource service work to third-party resources with our solution for Contractor Management
- Mismanaging warranty coverages can lead to service disruptions, and missed upsell opportunities. With Asset 360, you can define and manage a wide range of entitlements for both warranty and service contracts that are tailored to drive maximum uptime and customer satisfaction.

Mobile Field Operations

- Empower your mobile workforce with relevant work details through the Salesforce Field Service App that is part of the joint offering from Salesforce and ServiceMax
- Enable technicians to leverage remote expertise through the Zinc's Intelligent Remote Service App for faster troubleshooting and instant help
- Strengthen your customer's self-service capabilities by leveraging Customer Communities and ServiceMax Engage, the mobile app for your customer users

Analytics

- Out-of-the-box Reports provide visibility into all aspects of your field service operations. To help with the unique needs of your service, our prebuilt reports are highly configurable and enable you to drill down for further investigation. With Asset 360, you get instant status on assets with warranties expiring, work orders completed within warranty period, contract attach rate, warranty conversion to service contract, and work orders covered/not covered by entitlement.
- Embedded on native Salesforce objects, all your field service data, your customer details and asset information lives in one place for a complete view of your equipment, and your customers
- Built-in workflows and validation rules make it easy to keep your asset data accurate and current

Service Process Automation

- Automate your processes with Asset 360's packaged flows that execute asset-centric business processes to streamline processes and to achieve a consistent, resilient end-user experience

Integration into your IT landscape

- Easy integration into your ERP, CRM and other systems

**See ServiceMax Asset 360
for Salesforce in Action**