

ServiceMax for Medical Device Manufacturers

Improve operational efficiencies and unleash growth while decreasing risks associated with a regulated medical environment

Customer Metrics

23%

increase in technician productivity

25%

increase in service revenue

24%

decrease in compliance incidents

ServiceMax Annual Customer Survey

“With ServiceMax, we’ve been able to capture lead generation within the tool, and field engineers can pass leads straight over to the sales organization in real-time. Lead generation has increased dramatically, the engineers feel more satisfied...and revenues have been increasing as a result.”

Stephen McPhee, *Head of Service*
Millipore Sigma

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

Human lives and wellness depend on medical equipment performance. A malfunction can lead to treatment delays, penalties to the service organization, or in the worst case, harm to a patient. Field service teams of Medical Device Manufacturers are under pressure to do more with less: improve operational efficiencies and achieve growth while decreasing compliance risks.

This is why Medical Device Manufacturers need proven solutions to deliver improved patient outcomes. ServiceMax is utilized by hundreds of Medical Device companies to achieve higher productivity and service revenue without compromising compliance.

With ServiceMax Asset 360, field service leaders, dispatchers, technicians, and sales can work together effectively. The latest mobile tools help your technicians to significantly improve productivity as well as connect with customers and experts in real time. To improve profitability and to differentiate with service, service leaders upsell existing and create new offerings that are grounded in deep asset and customer knowledge. Digital records help you maintain service history and compliance data for every piece of equipment.



FEATURE HIGHLIGHTS

Equipment Visibility and Maintenance

- **Track equipment history, configuration, and location:** ServiceMax ensures you have accurate information on your medical equipment throughout its post-sale lifecycle. When interacting with customers, your call center agents and technician are informed about the equipment's exact location, service record, compliance procedures, and more. For service leaders, ServiceMax provides total visibility into service operations with instant dashboards on installed products, service revenue, attach rates, and more.
- **Consistent, proactive service:** Today, working smarter with better information about equipment condition is critical to ensure maintenance is effective. With ServiceMax, you can automate preventive maintenance tasks from work order creation that adjusts dates depending on the timing of the last service visit, to condition-based plans that right-size your maintenance delivery based on actual asset performance, to IoT-driven predictive plans that suggest ongoing maintenance procedures to extend equipment life.

Smart Planning and Scheduling

- **Schedule with ease:** Highly automated scheduling and dispatch solutions help dispatchers efficiently manage their daily work. They find it easy to stay informed about their territories, focus on relevant details, select qualified technicians, and confidently make decisions that are aligned with corporate goals.
- **Optimize work for business outcomes:** When your dispatchers are managing large field service teams, it can be a challenge to balance customer and business requirements, such as preferred technicians with the right certifications, priority work and best routing, emergency work and parts availability. Leveraging intelligent features that deliver the best schedule based on your requirements, constraints and business priorities, take this burden off your dispatchers shoulders.

Technician Enablement with Mobile Apps

- **Access to the right information on the go:** Salesforce's Field Service Mobile App - part of the joint offering with ServiceMax Asset 360 - provides them with instant access to relevant information, including manuals, troubleshooting videos, notes, service history, and more. Technicians can access all information they need even when no Internet is available. With work order debrief, technicians can collect work order data, provide time and material costs, fill out compliance forms, and capture digital signatures on site, not only keeping the customer informed, but also avoiding time-consuming back office processing.
- **Zinc Intelligent Remote Service:** It is vital for technicians to be connected with the people and information to help them resolve issues quickly. Zinc enables secure communication with remote experts via hotline groups, group texts, video, location sharing, and more. Zinc makes it simple to communicate important information to the entire company, facilitate connections and sharing among field teams in a secure and compliant manner.

Regulatory Compliance

- **Safety requirements:** ServiceMax helps ensure your technicians follow prescribed service steps and complete compliance documentation on the go. Mobile action menus and checklists prescribe out specific steps for every asset.
- **Digital trail:** ServiceMax helps to comply with the regulator within the country of operation and documents provide evidence of compliance. ServiceMax supports compliance in the form of regulated adherence, quality systems, adhesion to supplier management records, employee competence records and post market surveillance and testing and calibration records.