

Service Execution for Power Generation

Completing complex work - efficiently and safely

Customer Metrics

23% increase in technician productivity

14% decrease in operating costs

15% decrease in safety incidents

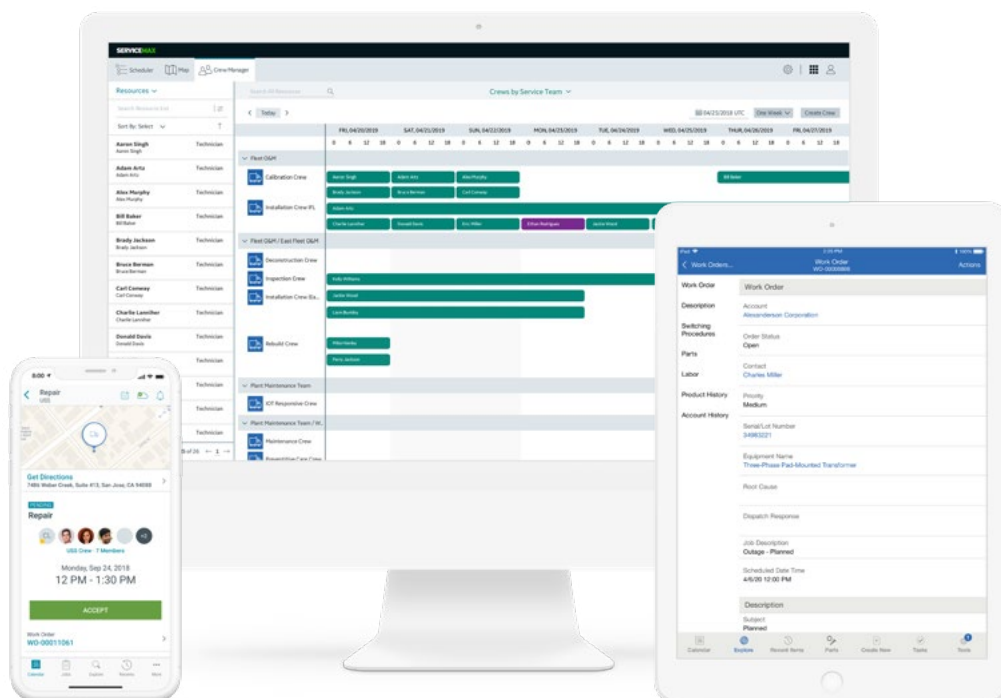
ServiceMax Annual Customer Survey

Benefits

- Improved Resource Utilization
- Better Adherence to Safety Procedures
- More Efficient On-Site Execution

Changing patterns of electricity demand and supply are pressuring companies across power generation to “do more with less”: to improve productivity and reduce operations and maintenance costs while ensuring the safety of their technicians. Balancing these business outcomes cannot be achieved with today's legacy software systems. That's why companies seeking competitive advantage are increasingly adopting dedicated platforms focused on service execution.

ServiceMax helps power plant operators, service providers, and OEMs address a prevalent pain point in power generation service: orchestrating and completing complex work. Its asset and service management capabilities create value and drive outcomes across the service delivery chain, from providing an as-maintained system of record to finding the right crews for the job to equipping workers with the digital tools to get the job done.



The ServiceMax Platform

KEY CAPABILITIES

Scheduling & Dispatch

Crew Management

- Define crew composition (required technicians, qualifications, tools)
- Assemble and assign jobs to a crew
- Designate crew leader who manages and debriefs work

Shift Planning

- Choose from variety of templates or define unique shift plans
- Override holidays or personal time off

Routing and Location Tracking

- Display last reported location with a timestamp or on demand
- View completed or pending routes on a map with GIS coordinates

Contractor Management

- Manage third-party contractor schedules, assign work, track location
- Provide partners with work order and inventory information

Mobile Worker Enablement

Mobile App

- Provide visibility to calendar and work asset details
- Communicate securely with other technicians and teams, in real time and all modes
- Work seamlessly online and offline

Mobile Data Access

- Access asset maintenance history, configuration, location and other data
- Download work documentation and instructions
- Track parts availability

Mobile Data Capture

- Capture measurement readings and other work information
- Configure checklists to digitize operator rounds
- Update asset database with notes, photos, and videos
- Debrief work digitally, including signature

Integrations

- Ingest work from EAM and Project Management systems
- Integrate with APM and other IoT systems to execute proactive service
- Leverage custom digital forms from ServiceMax partners

Performance Analytics

- Track critical Service KPIs such as Technician Utilization, First Time Fix Rate, and Mean Time to Repair
- Create custom dashboards to monitor business performance
- Give managers instant updates on technician performance, job status, and safety & compliance metrics

SERVICE TRANSFORMATION WITH SERVICEMAX

ServiceMax is the market-leading software platform for service execution that helps OEMs, service providers, and asset operators keep equipment up and running. ServiceMax customers achieve increased revenue, higher productivity, improved customer experience, secure enterprise communication, greater safety and better compliance. We help our customers transform their service execution through a rapid modular deployment approach that we perfected by working with hundreds of enterprises around the globe.

Get your personalized demo today at
servicemax.com/demo