# SERVICEMAX

# Service Execution Management for Rail Transportation

## Maximize technician productivity & rail safety

## Customer Metrics

**13%** | decrease in mean time to repair

**23%** | increase in technician productivity

**24%** | reduction in compliance incidents

*ServiceMax Customer Survey*

## Benefits

- Follows FRA guidance for test and inspections
- Maximize asset and software management functionality
- Monitor and measure first-time fix rates, mean time to repair, and Signal Maintainer utilization

## Product Highlights

- Installed Asset Management
- Work Order Management with Reporting and Dashboards
- Mobility and enterprise collaboration tools

Rail safety has been the focus for commuter railroads since the Regulatory Rail Improvement act was created. Corresponding regulations developed by the Federal Railroad Administration (FRA) have since required railroads to install and implement an interoperable Positive Train Control (PTC) system inclusive of configuration and asset management software to help maintain the safety and integrity of the PTC system.

ServiceMax provides the service execution management functionality to optimize and manage work orders and service debriefs, parts planning, inspections, proactive maintenance, and technician enablement. ServiceMax maintains a database of all serviceable assets as well as service records for KPI monitoring.

ServiceMax is the only cloud-based service execution platform that has increased technician productivity 23% and decreased mean time to repair by 13%.

Companies that operate Signal, Wayside, and Track Service can manage any field service complexity with ServiceMax, the best in class Service Execution Platform for rail transportation.
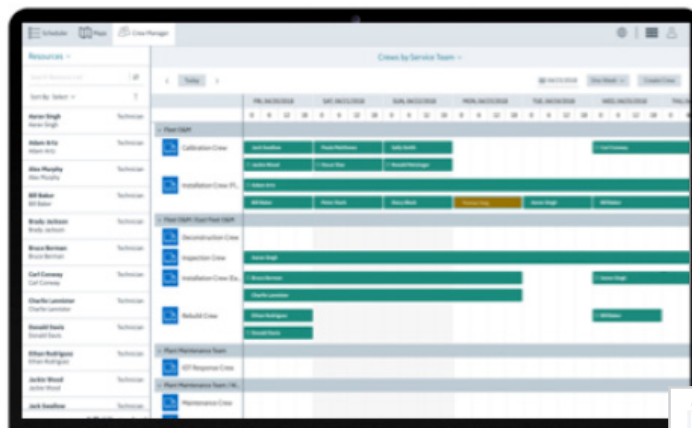


*Assign multiple technicians, engineers or service teams to a job/work order using multiple qualification criteria.*

*Track & measure key metrics such as: first-time fix, mean time to repair, worker utilization, amd more!*

*Set-up pre-defined rules to automatically assign workers based on skills, expertise, proximity to the job and more.*

*View technicians' availability and skills and assign work orders through a configurable drag-and-drop project dispatch console.*

## Capabilities

### Work Order Management
Plan, assign, execute and manage service events for field service activities. ServiceMax supports a service debrief business process for inspections and work orders.

### Installed Asset Management
Track and manage installed assets across various locations including entitlements, material movement and service delivery activities. ServiceMax will also configure a parts swap of a defective serialized unit as part of the work order debrief process.

### Interactive Dispatch Console
View service technicians availability and skills to assign work orders. ServiceMax includes the functionality to configure service teams, technician, equipment, and skills expertise. You can also schedule individual field service engineers and third-party providers with your search criteria based on skills, location and product.

### Efficient Parts Management
Maximize the visibility and management of parts inventory levels at different locations.

ServiceMax provides the functionality for management of stock for each signal maintainer and will facilitate the transfer of parts between stocking locations.

### Improved Asset Visibility
Service technicians can view and update information on the history, performance and location of the asset. They can also access the Knowledge Base, even when internet connectivity is not available.

### Checklists
ServiceMax captures the 'return to service' checklist as part of the work order debrief process; while online or offline.
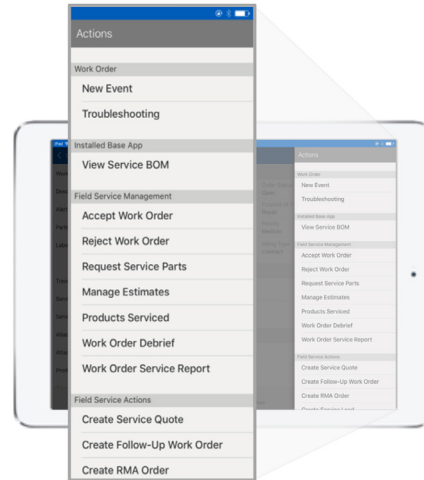
*Signal maintainers can follow the configurable guided service flow and mobile checklist to return the asset to service.*

*Signal maintainers can manage their job directly from their mobile device.*

*Secure collaboration with enterprise-ready 1:1 group messaging, voice, video, constant sharing, push-to-talk, top-down broadcasts, hotlines and communication analytics.*

## Service Transformation with ServiceMax
ServiceMax is the global leader in Service Execution Management that enables railroads to keep their assets for Rail Signal, Wayside, and Track Service running and productive. By doing so, our customers achieve increased revenue, and higher productivity with improved safety and compliance. We help our customers transform their service execution through a rapid modular deployment approach that we have perfected. Enterprise companies across the globe have turned to ServiceMax to keep their world running.

Get your personalized demo today at
**servicemax.com/demo**

*   Requires ServiceMax Entitlements module
**  Requires ServiceMax Connected Field Service
*** Requires ServiceMax Scheduling & Work Order Management, Parts & Inventory, and Entitlements modules

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