SERVICEMAX

REMOTE TRIAGE

Identify and troubleshoot service issues before dispatching the technician

Customer Quote

"With artificial intelligence-driven insights, resolving customer challenges has become more efficient and accurate, ultimately driving improved service profitability."

Mark Hessinger, Vice President, Global Customer Services, 3D Systems

Benefits
- *Cut truck roll-related costs*
- *Increase first-time fix rates*
- *Improve customer experience*

Product Highlights
- Powerful AI engine analyses historical service data
- Simple step-by-step process identifies failures quickly
- Embedded AI module ranks actionable solutions by cost effectiveness

One of the biggest costs for service organizations are truck rolls, dispatching technicians to service equipment. Every time a technician is needlessly dispatched or fails to complete a job during the first visit cuts into the company's bottom line, and negatively impacts customer experience. Seventy-one percent of the time, "pacesetter" service organizations leverage technology to eliminate the need for onsite dispatches.[1]

The way to avoid unnecessary or unsuccessful truck rolls is to learn from past service experience. However, this problem is difficult to address. First, organizations have limited insight into the cause of truck rolls, and into how exactly technicians fixed a failure and which parts were used. This information is often stored as free text, making it difficult to analyze. Second, organizations find it challenging to connect equipment failure with solutions, recognize patterns, and apply them to future service requests.

Embedded AI Identifies Failures Before Rolling a Truck
ServiceMax Remote Triage is a module of the ServiceMax platform that helps service organizations find the most cost-effective solution for each failure incident and prevents unnecessary truck rolls. Remote Triage gives service organizations more options than just dispatching technicians every time a failure is reported. By applying AI to historical service data, Remote Triage understands the root causes, how they were resolved, and which parts were used. As new service requests come in, Remote Triage suggests likely solutions, ranked by their cost effectiveness.
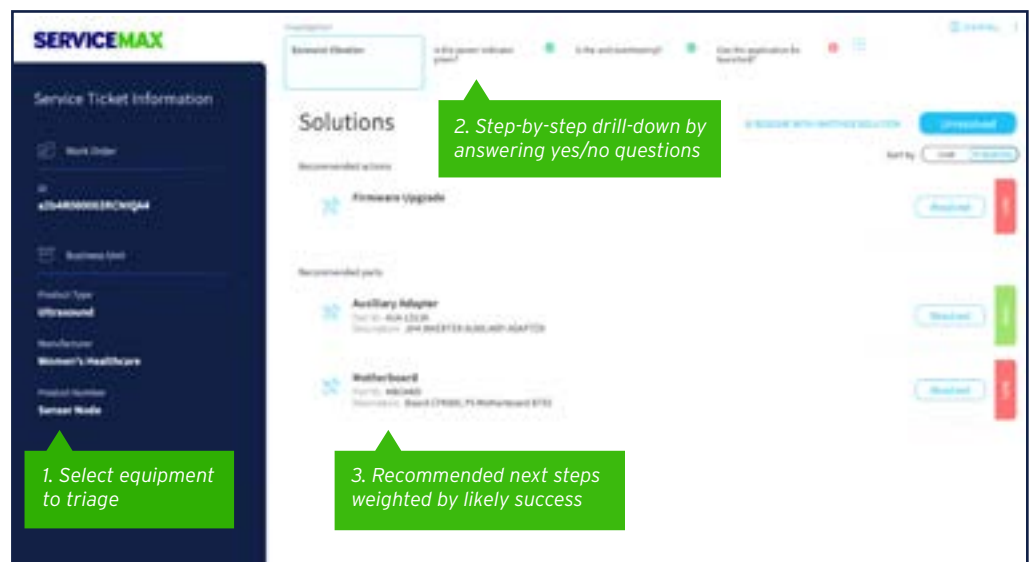
The ServiceMax Remote Triage user interface

↓71%
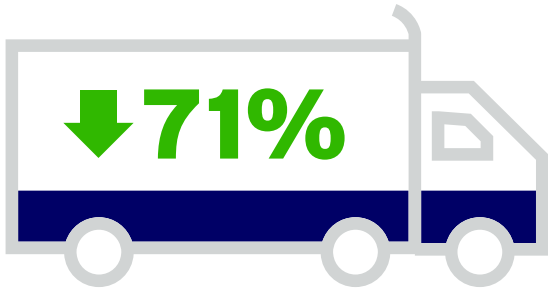
> **Leading organizations leverage technology to reduce the need for service visits by 71%.[2]**

FEATURES

- Based on a highly scalable cloud platform, Remote Triage can be quickly implemented

- Turns text into structured data through NLP algorithms

- Combines data from work orders, customer accounts, parts inventory, installed base, machine logs, and more

- Applies machine learning to identify patterns leading to unnecessary truck rolls

- Evaluates and recommends probable solutions in a transparent process

- Predicts parts needed by the technician

- Provides a user interface that can be used by service planners, dispatchers, and even customer service representatives without any training

- Embedded in the ServiceMax platform, it can be invoked on cases, service requests, work orders, and installed products

SERVICE TRANSFORMATION WITH SERVICEMAX

Remote Triage is a module of ServiceMax, the market-leading software platform for service execution that helps OEMs, service providers, and asset operators to keep equipment up and running - be it in the field, facility, or factory. By doing so, our 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.

| Remote Triage | Installed Base Management | Work Order Management | Real Time Communication | Proactive Maintenance | Parts Management |

Get your personalized demo today at
servicemax.com/demo