SERVICEMAX

Service Execution for Renewable Energy

Managing productivity, safety, and uptime

Customer Metrics

23% | increase in technician productivity

15% | decrease in safety incidents

12% | increase in asset uptime
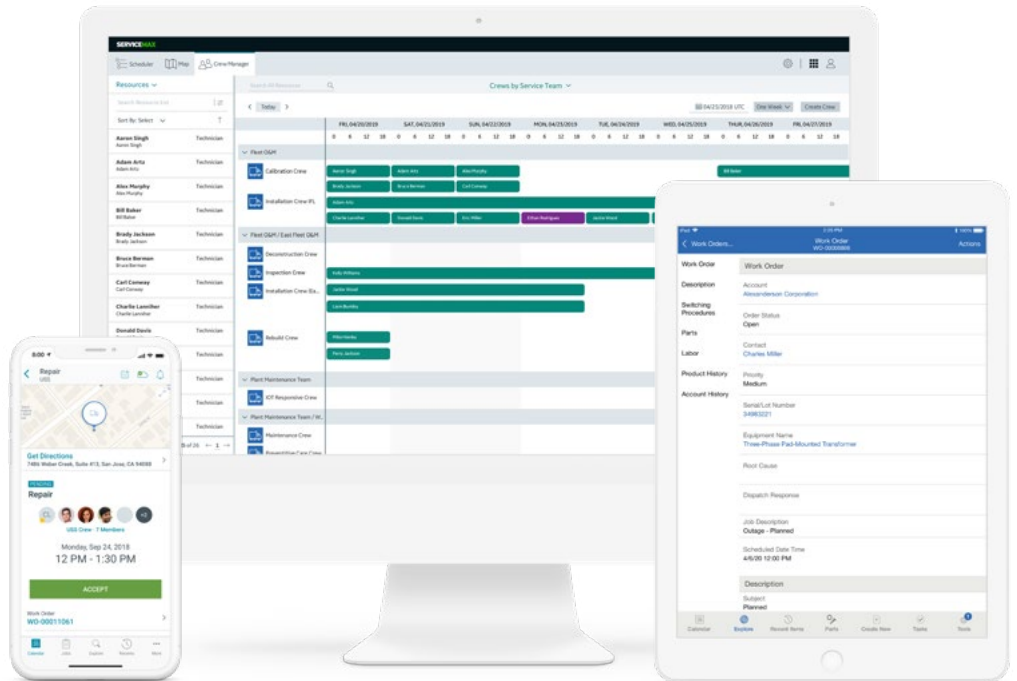
ServiceMax Annual Customer Survey

Benefits

- Asset Visibility & Performance
- Smart Scheduling & Dispatch
- Mobile Enablement & Execution

Renewable energy growth is accelerating due to policy, technology, and cost advances. Wind and solar are now the cheapest source of electricity in two-thirds of the world and are expected to displace coal and gas broadly by 2030. By 2050, renewable energy is projected to make up more than 50% of world electricity.

The intensifying growth of renewables poses problems for service execution. Wind field technicians and solar installers are among the fastest-growing new jobs. Keeping track of as-running configurations; scheduling and dispatching workers safely and efficiently; ensuring offline capability; leveraging group communication effectively; and making the most of IoT enabled insights are among the challenges facing OEMs, service providers, and operators of renewable energy assets.

Fortunately, these challenges play to ServiceMax's strength in complex service. That's why more and more companies servicing wind, solar, and hydro assets are using ServiceMax and its leading service execution platform to drive better outcomes.

The ServiceMax Platform

KEY CAPABILITIES

Asset Visibility & Performance

Installed Base Management

• Track in real time your as-maintained asset information, including configuration, component data, and service history

IoT / APM Integration

• Harness IoT and APM platform diagnostics to execute proactive service and minimize unplanned downtime

Smart Scheduling & Dispatch

Schedule Optimization

• Set business objectives to determine the optimal scheduling of work

Crew Management

• Assign teams and crew leaders to manage complex, multi-technician work

• Dispatch automatically or manually according to your preferences

Mobile Enablement & Execution

Mobile App

• Give field technicians digital access to the troubleshooting guides, service manuals, and other information needed to execute and debrief work – whether on or offline

Real-Time Communication

• Leverage organizational expertise through secure, all-mode communication

Contractor Management

• Assign and track 3rd party workers and work through a secure community portal

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, and greater safety and better compliance. We help our customers transform their service execution through a rapid modular deployment approach that we have perfected by working with hundreds of enterprises around the globe.

Get your personalized demo today at
servicemax.com/demo