SERVICEMAX

Service Execution for the Smart Grid

Complex and connected service for your assets

Customer Metrics

23% | increase in technician productivity

14% | decrease in service cost

12% | increase in equipment uptime

20% | increase in customer satisfaction

25% | increase in service revenue

ServiceMax Annual Customer Survey

Benefits

- Complex Asset Visibility
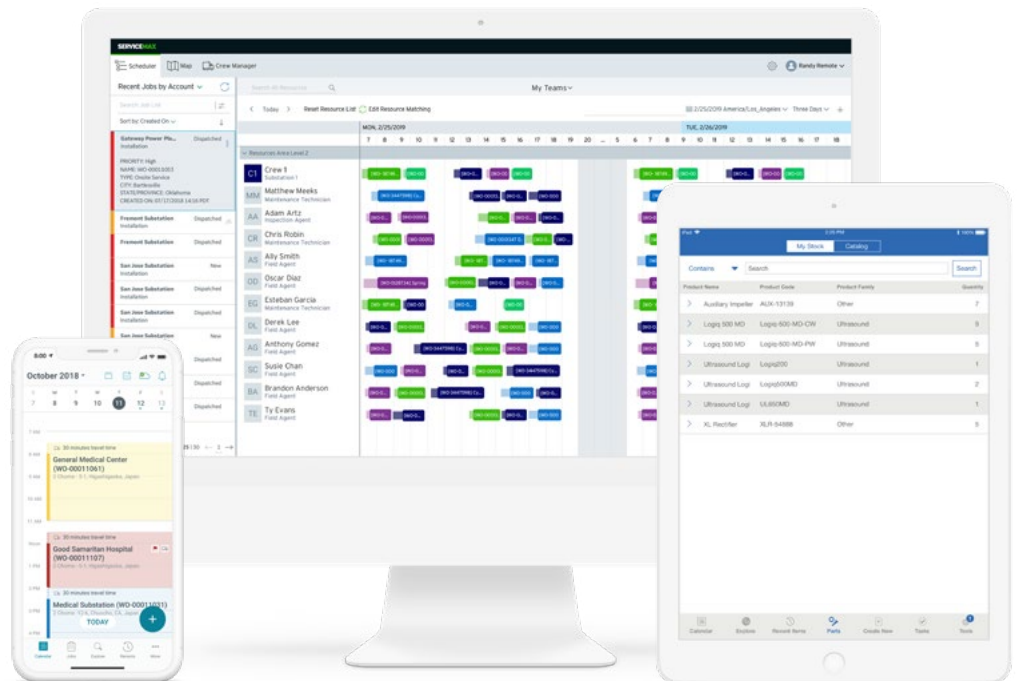- Connected Field Service
- Smart Planning & Scheduling
- Mobile Enablement
- Contractor Management

The electrical grid is becoming more and more complex due to the explosive growth of distributed "smart grid" assets such as smart meters, solar and distributed energy resources, batteries, and electric vehicle charging stations. The grid is also becoming more connected due to the addition of sensors on grid equipment such as inverters, meters, transformers, and power lines. This growing complexity and connectivity presents both challenges and opportunities for service execution.

OEMs, utilities, and service providers that develop, deploy, and service smart grid technology select ServiceMax for its leadership in complex and connected service execution. Deep installed base management functionality ensures real-time tracking of your assets. The extensible mobile solution enables field workers with the information they need to perform complex work. And IoT integrations ensure more connected and proactive service on your smart grid assets. Hundreds of millions of assets are leveraging the ServiceMax to drive better and broader business outcomes; are you getting the most of servicing your smart grid assets?

The ServiceMax Platform

KEY CAPABILITIES

Complex Asset Visibility

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

Connected Field Service

Utilize sensors and analytics on solar inverters and other grid assets to identify early issues and trigger proactive service to minimize downtime. Capture the full potential of your IoT platform.

Smart Scheduling

Optimize assignment of technicians by geography, skill set, and other business objectives. Choose among automated, assisted, and manual scheduling according to your smart grid needs.

Mobile Enablement

Ensure technicians can access and capture the right information to execute flawlessly on your varied and complex grid assets. Utilize real-time group communication to leverage your organization's smart grid technology expertise.

Contractor Management

Assign and track progress on work for 3rd party technicians. Communicate with contractors through a secure 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, 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