

# WHY ASSET & SERVICE DATA MAKES YOU SMARTER

Connected asset and service data holds insights far beyond the service department, **providing a better business lens for almost every other line of business**

**84%** say successful utilization of asset data can **positively impact all areas of the business\***



\*ServiceMax / Vanson Bourne Research 2018



## WHO BENEFITS?

**33% SAY INSIGHTS FOR FINANCE** Better cash flow decisions in accounting, accurate billing and warranty and contract leakage, clearer understanding of cash pipelines, more accurate forecasting

**33% SAY INSIGHTS FOR R&D** Unprecedented feedback loop to R&D about customer usage, product innovation, peaks and troughs in demand; clear oversight of what is working in the field, what needs improving and where the opportunities are

**34% SAY INSIGHTS FOR SUPPLY CHAIN** Reduces costs by optimising inventory based on consumption, lifecycle, history, installed base, location and planning data, and increases first time fix rates with preventative maintenance

**38% SAY INSIGHTS FOR SALES** Opportunity identification, customer adoption and behaviour insights



**+14% \$ REVENUE over 1 YEAR**

IT and field service leaders estimate a **14% revenue boost in 12 months from the automatic collection and analysis of service data**



**87%** say that successfully collecting and using service data will have a **positive impact on their ability to remain competitive**