



ServiceMax Field Service University

Providing deep domain knowledge for the next level of service

Our ServiceMax training professionals are not only focused on software application knowledge, but also on field service domain proficiency. Our group of service experts have hundreds of years of service experience collectively and have compiled their learnings into courses for the field service community.

With certificates from ServiceMax Field Service University, ServiceMax customers, consultants, seasoned field service professionals, and newly onboarded service leaders gain deep understanding of the field service domain – from basic terminology, service roles and organizational structures to more advanced topics, such as service reporting and key financial metrics. Each set of courses builds upon the next to establish a basis for mastery through testing and certification. Students of Field Service University come away with actionable insights through their coursework and are able to apply it immediately, while on the job.



Field Service University 1 (FSU001)

For those new to the field service function or those looking for a refresher, Field Service University Level 1 provides the basics and a foundation for advancing your field service career. In this class, you will learn basic service terminology, review service roles and the different types of service, as well as key metrics that are used to manage any field service business. As an instructor-led private or self-paced online course, your field service knowledge is enhanced through specific examples and use cases, and strengthened through a certification test.

Course Agenda*

- World of Field Service
- The Service Organization
- Terminology
- Roles
- Field Service Metrics
- Connections to Other Organizations
- Business Value Realization
- Future of Field Service
- Certification Exam

Delivery Options



Field Service University 2 (FSU002)

As a continuation of Level 1, the Field Service University Level 2 course takes your domain knowledge to the next level. Building on core service business topics, FSU001 certified learners expand their understanding of service strategies starting with organizational maturity measures and key service financials that lead to Field Service Management topics and how to apply technology to service business operations. Participants come away with a better way to justify investments in service, apply advanced metrics to assess service performance and manage key service delivery processes, such as workforce and parts planning. Instructor-led public and private classes keep learners connected and engaged through use case and hands-on exercises and conclude with a certification exam.

Course Agenda*

- Service Maturity
- Service Financials
- Advanced Metrics and KPI's
- Service Strategies
- Understanding the Business Case
- Reporting for Service Value
- The Service/Supply Chain Connection
- Optimization Basics
- Certification Exam

Delivery Options



**Agenda subject to change without notice*





About ServiceMax

ServiceMax is a comprehensive, cloud-based, and mobile enterprise solution that manages the service delivery process. Connected to Industrial Internet of Things and APM, the ServiceMax field service management platform enables customers, such as original equipment manufacturers and equipment owners/operators, to increase productivity, drive efficiencies, reduce compliance and safety risks, grow service revenue, and improve customer experience by transforming the way service is delivered. Field Service transformation is a key component of Industrial Digital Transformation, allowing customers to implement new business models that focus on customer outcomes.

About GE

GE (NYSE: GE) is the world's Digital Industrial Company, transforming industry with software-defined machines and solutions that are connected, responsive, and predictive. GE is organized around a global exchange of knowledge, the "GE Store," through which each business shares and accesses the same technology, markets, structure, and intellect. Each invention further fuels innovation and application across our industrial sectors. With people, services, technology and scale, GE delivers better outcomes for customers by speaking the language of industry.

ServiceMax from GE Digital | www.servicemax.com | info-servicemax@ge.com

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