

ServiceMax Best Practice Implementation

Leading with experience to help perfect your service delivery

OVERVIEW

Say goodbye to disconnected systems, stand-alone worksheets, scheduling software and corporate databases. Patchwork tools only slow you down and create unnecessary complexity. When it is time to drive greater profitability and customer satisfaction, you want to implement a field service system that delivers the business outcomes that keep you competitive.

Large enterprises and small businesses elevate their field service operations by using ServiceMax to track what their customers own and what service they're entitled to, manage contracts and keep an eye on service level agreements. They efficiently schedule their technicians and streamline work order management on field-ready apps designed for the devices and mobile platforms they choose— iOS, Android and Windows.

Capitalize on all the capabilities of ServiceMax by matching your field service business goals to the best implementation options available.

Best Practice Implementations

You have options when you implement ServiceMax, but no matter your choice, a ServiceMax best practice implementation follows the 3iAdvantage methodology for all projects.



BUILT TO REQUIREMENTS

Your required capabilities match our best practices in a custom implementation that puts all the right functionality at the fingertips of your service team.



CONFIGURED FOR BEST PRACTICE

Accelerated field service automation with a choice of two packaged implementations that deliver our best practice workflows so you can manage to the most common service objectives within 12-17 weeks.

3iAdvantage is a three-phased methodology that ensures your go-live, deployment and adoption success.

Initiate Phase

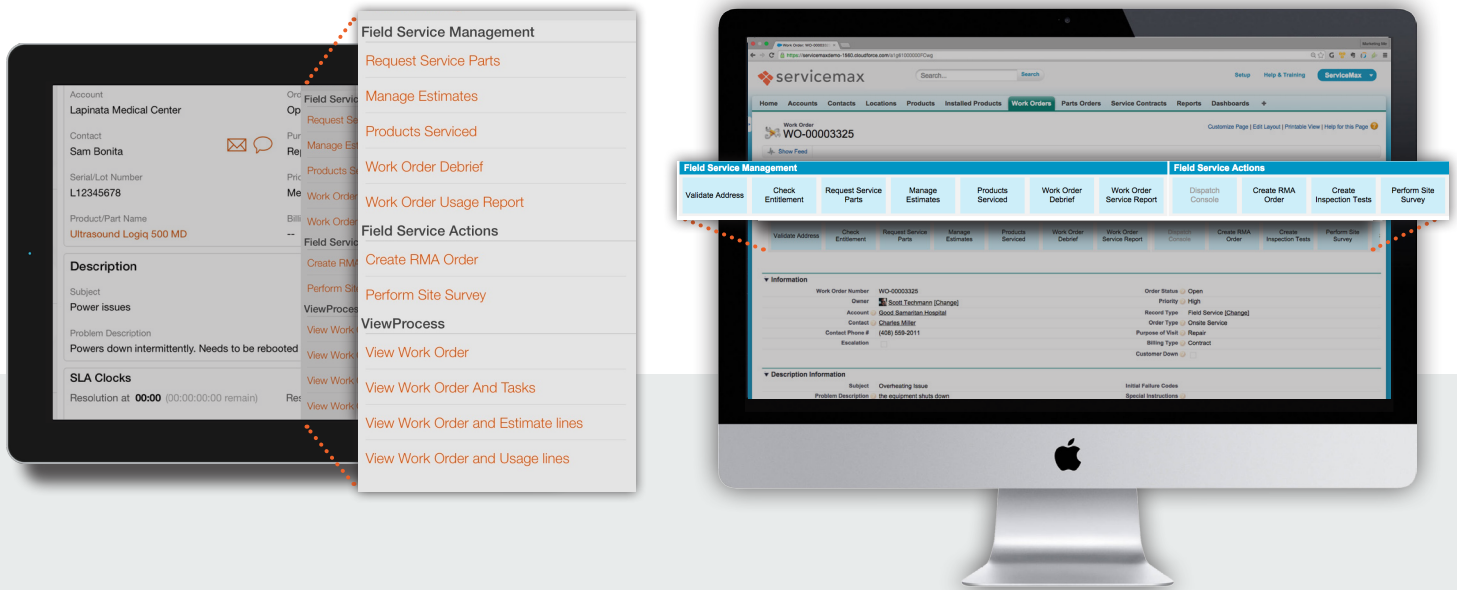
Creates the foundation for a successful project with a formal kickoff meeting and pre-requisite core training on the ServiceMax system and its administration

Iterate Phase

Completes the process flow deep dive discussions, data loading, and iterative configuration within the scope of your statement of work and supports User Acceptance Testing (UAT) of configured solution in preparation for deployment

Implement Phase

Starts deployment activities and facilitates transition to Customer Success and Technical Support teams



SERVICEMAX BEST PRACTICE WORKFLOWS DELIVER THE RIGHT CAPABILITIES

The proof is in our process – your service goals drive the implementation so what you monitor, measure and manage is built in to maximize your business results.

Work Order Management

- Maximize technician productivity
- Reduce billing errors
- Lower days sales outstanding

Advanced Scheduling

- Optimize scheduling efficiency
- Maximize technician utilization
- Increase first time fix rate and customer satisfaction

Contracts, Entitlements & Warranty

- Eliminate warranty leakage
- Reduce service and parts giveaways
- Meet service level agreements
- Improve contract renewal rates

Installed Base Management

- Boost service revenue through cross and up-sell
- Increase sales opportunities with “as-serviced” product and competitive knowledge
- Improve mean time to repair (MTTR)

Inventory Management

- Streamline parts service chain
- Eliminate parts shrinkage
- Decrease inventory carrying costs

Field-Ready Mobile

- Increase technician productivity with end-to-end field service management regardless of connectivity
- Keep service consistent with configurable workflow
- Reduce costs with configure once, deploy anywhere implementation