



ServiceMax Application Services

Support for your on-going field service success

Change is inevitable. Your day-to-day service delivery cannot afford to stay the same when customers demand more and competitors move in. So, how do you keep your technology aligned with best practices that drive optimal outcomes for your new business plans? And, how do you continuously utilize ServiceMax innovations that keep you ahead of the competition?

ServiceMax Application Services can meet all of these challenges and more. Our team of experts are here to ensure your ServiceMax solution not only continues to evolve with your business needs, but also aligns to your changing business goals.

And we can do it all, affordably.

With Application Services you get a wide range of support including app administration, development, configuration, upgrade support and education services. Our flexible options ensure that services are provided with the highest value.

BENEFITS INCLUDE:

- Consistent and responsive service tailored to your unique needs
- Continuous evolution of ServiceMax to enable change and stay ahead of the competition
- Minimal disruption to business as usual with proven methods for remote service delivery
- Education services to continue learning and strengthening adoption
- An effective and predictable cost for enhancements of ServiceMax by professional consultants
- Protection of your ServiceMax investment by keeping pace with your future service delivery goals

Service Options Include:

Operational Assessment

- Service delivery and business process review
- ServiceMax adoption analysis
- Recommended best practice process improvements

Application Configuration & Upgrades

- Modification to existing configuration, including mobile and platform validation
- Configuration of new business processes, including new modules and functionality
- Output document creation and modification
- Enablement of additional languages and multi-currency
- Operational support for upgrades
- Data migration, clean up and validation support
- Data integration design and testing support

Administration

- User maintenance and profile management
- Report and dashboard assistance, including view and report creation
- Data import and export assistance
- Enabling new page layouts to ensure users see the right information

Education Services Support

- Education for your trainer on ServiceMax content
- Quick Reference Guides to deliver quick, role-based reference material
- Field Service Workbook for ServiceMax learning with hands-on activities
- Ride Along Effectiveness Program for
- in-person evaluations of training needs

PURCHASE OPTIONS

Service offerings tailored to fit your business needs. Contact us for pricing details.

OFFERINGS	PURCHASE OPTIONS	DURATION	TYPE
Application Consulting Services	Starting at 40 hours	None, consume as needed	Hourly Rate
Application Management Services	From one day a week to full time	12 month subscription	Annual Fee



About ServiceMax

ServiceMax, from GE Digital, leads the global industry of field service management software—an estimated \$25 billion market worldwide. The company creates solutions for the 20 million people globally who install, maintain, and repair machines across dozens of industries as the leading provider of complete end-to-end mobile and cloud-based technology for the sector.

About GE Digital

GE Digital is the leading software company for the Industrial Internet, reimagining industry's infrastructure by connecting software, apps and analytics to industrial businesses to drive a Predix-powered world. GE Digital creates software to design, build, operate and manage the entire asset lifecycle—enabling industrial businesses to operate faster, smarter and more efficiently. For more information, visit www.ge.com/digital.

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GEA33660 01/2018