

ServiceMax Strategic Services

Be ready today for lasting field service success

OVERVIEW

Your field service software is implemented. Your dispatchers, technical support agents, field engineers and office staff are all trained and starting their first day on the road to service transformation. What is going to keep you from a full return on your investment?

Nothing. With a solid plan and strong IT governance, your ServiceMax implementation is positioned for success. Engaging with the ServiceMax Strategic Services team of experts means you'll never have to fall back on autonomous decision-making, non-functioning "shelfware", isolated cross-functional teams or depend on the gallant efforts of a few star team members.

Each strategic consultant averages more than 20 years of enterprise software implementation experience. And together, they have developed program readiness tools to help you achieve and even accelerate your long-term service objectives.



WHAT WE DO

ServiceMax Strategic Services provides professional consulting and tools that follow Information Technology Infrastructure Library (ITIL) guidelines. Using this widely accepted approach to IT service management and readiness planning, we collaborate with you to ensure:

- Seamless global rollouts and complete adoption of field service processes through the development of comprehensive deployment and user adoption plans
- Foundational support and alignment for your project across the service business and IT through collaborative planning and thorough business justifications
- Efficient implementation and deployment projects through the use of best practices and establishment of a Project Management Office (PMO)
- An accelerated time to value through facilitated program planning
- A reduction in remediation activities and escalations that slow down projects and add unwanted costs

All services from ServiceMax follow our 3iAdvantage methodology. 3iAdvantage is a three-phased best practice process that includes:

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

GET READY TO MAXIMIZE YOUR FIELD SERVICE INVESTMENTS, TODAY.
CONTACT YOUR SERVICEMAX ACCOUNT REPRESENTATIVE FOR MORE
INFORMATION OR EMAIL INFO@SERVICEMAX.COM.



HOW WE DO IT

Your engagement with ServiceMax Strategic Services starts with a comprehensive briefing and continues with an ongoing governance plan to help you succeed through the life of the program. Our technical support and customer success teams are available once a project goes live and Strategic Services works in unison to stay closely aligned during deployment. We are committed to ensuring overall program excellence through this integrated approach.

Here are just a few examples of our Strategic Service activities and the results we drive.

ACTIVITY	DESCRIPTION
Customer Governance Assessment	Collaborative working session to identify potential governance risk areas
Governance Planning	Ongoing mitigation efforts for risk areas identified in the Governance Assessment
Strategic Deployment Planning	Comprehensive plan to define the functional roadmap for a multi-phase program
Enterprise Architecture Review	System integration landscape assessment for potential impacts to the program



A global leader in diagnostic equipment for healthcare saved

20%

in implementation costs with a ServiceMax blueprint initiative for their global rollout



The worlds largest Digital Industrial company delivered

100%

more ServiceMax adopters at deployment by improving governance processes with ServiceMax Strategic Services



An industry leader in building efficiency and energy storage drove a

90%

out-of-the-box service solution and saved significant implementation costs with ServiceMax lead improvements in program governance