



ServiceMax Managed 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 Managed 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 Managed 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 strengthen 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

Beyond today's business outcomes are the next set of service delivery challenges.
Be ready with ServiceMax Managed Services.

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SERVICE OPTIONS INCLUDE:



Service Optimization with MaxCheck

- 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
- Basic data import and export
- Enabling new page layouts to ensure users see the right information



Education Services Support

- Training Essentials Workshop for trainer education 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

Our flexible options give you the right amount of hours at a discounted rate. Contact us for pricing details.

FLEXIBLE OPTIONS	MIN HOURS	MIN DURATION	TYPE
One-Time Purchase	10	6 months	Flat Rate
Subscription	120	12 months	Tiered Rate