Overview

Broken products, missing parts and messy returns; these are a major drain on your profitability and a major strain on your customer relationships. But they also represent a unique opportunity. A timely, hassle-free replacement or repair can result in a customer even more loyal to your brand than before. Also, a quick turn-around of refurbished products or parts can significantly lower costs and positively impact your bottom line. You can even boost revenues as fresh-off-the-production-line units are put into the hands of new, paying customers instead of being used as replacement units. Whether you employ a field service or depot repair strategy to service your customers, ServiceMax can help you resolve customer issues in the fastest, most efficient way possible.

ServiceMax provides a full suite of field service management solutions ranging from contract entitlements, scheduling & workforce optimization, to inventory, depot repair, service parts and reverse logistics; all natively integrated with Salesforce.com's customer relationship management (CRM) capabilities. The solution also features cutting edge capabilities such as mobile access via iPad, smartphone or laptop, social collaboration and real-time customer and partner portal access. Global organizations are supported with a choice of ten languages, including Spanish, German and Simplified Chinese. Delivered in the Cloud as a native Force.com application, ServiceMax ensures you are up and running quickly without over-burdening your IT department or your budget.

SERVICE PARTS LOGISTICS

“Sorry, I don’t have that part in my van – I’ll track one down and come back later.” Nothing is more frustrating for your customer or your technician. With ServiceMax, our end-to-end solution helps ensure this is a rare occurrence. Careful tracking of parts in the warehouse and in trunk stock ensures you know where parts are at all times. ServiceMax provides visibility into trunk stock during the scheduling process and ensures that the right technician with the right parts is dispatched in the first place, thereby increasing your first-time fix rate. In addition, trigger-based parts auto-replenishment features minimize overstocking while simultaneously preventing stock “run outs,” ensuring optimal inventory levels that technicians can rely on for their parts requisitions.

REVERSE LOGISTICS

Returns represent one of the most logistically challenging processes in your service chain - for you, your suppliers, your distributors, and your customers. For organizations in industries like consumer electronics, high technology or medical device manufacturers with large volumes and complex, global service networks, the challenge is even more daunting. How do you optimize the process when multiple repair centers, depots and suppliers across the globe are all involved? Luckily, ServiceMax enables you to model your service network and set up complex routing rules to automatically speed returns through multiple depots and locations. And unlike stand-alone or outsourced logistics solutions, ServiceMax’s native integration with CRM empowers you to maintain ownership of your customer relationships through the entire service process.
INVENTORY & DEPOT REPAIR

Managing inventory is a constant balancing act. Carry too little inventory and you risk losing revenue opportunities and disappointing customers who can’t get the part or product they need. Carry too much inventory and your company is hit with costly write-downs. ServiceMax helps you maintain optimal inventory levels. Our inventory management capabilities enable users to manage the inventory locations, inventory updates and stock history for all types of locations from warehouses, depot repair facilities, technician trucks or any other virtual inventory locations. Real-time inventory updates ensures that your inventory is up-to-date, accurate and audited thereby minimizing inventory leakage and write-downs.

BENEFITS

• Ensure timely, hassle-free customer replacements or repairs, increasing both customer loyalty and retention
• Provide your customer service team seamless visibility into returns or repairs throughout the service chain
• Reduce inventory costs by minimizing parts leakage and write-downs
• Reduce costs by using refurbished products/parts to increase spare parts inventory
• Increase revenue by using refurbished parts/products as replacements in the field and putting available new merchandise in the hands of sales, not service
• Improve product quality by analyzing return and repair data across your network
• Consolidate and own the customer relationship across various authorized service centers (ASCs) to better understand buying behavior
• Comply with regulatory requirements by providing audit trails on all parts movements

FEATURES

• Manage forward and reverse logistics for all types of parts and product transactions, including returned merchandise authorizations (RMAs), field replaceable unit (FRU) returns, exchanges and repairs
• Manage inventory data for all types of parts transactions including parts requests, RMAs, stock adjustment or stock transfer
• Model and manage complex distribution networks to manage returns, including global parts depots, in-country hubs, regional distribution centers (RDCs), field stocking locations (FSLs) and third-party repair centers
• Set up complex routing rules to automatically speed returns through multiple depots and locations
• Provide service partners a real-time view into parts availability, and the ability to request/ship parts and initiate/close parts transactions
• Maintain a product revision and substitution matrix for quick customer exchanges and upgrades
• Handle large volumes with ease via batch entitlement checks, and barcode-enabled receipts, moves & shipments
• Analyze return volumes and trends to provide valuable input to quality, engineering and materials planning teams
• Feed parts availability and location information back into the field service scheduling process to ensure first time fixes
• Support global networks in multiple languages