Overview

Profitable service revenue and growth have never been more critical to businesses. For manufacturers of all types and sizes, selling services often delivers significant and growing profits – selling product alone just won’t cut it. For many service providers, service IS their business. So why are so many organizations still using archaic, manual tools to sell services? Or even worse, are unable to market and sell the right service offering to the customer simply because they can’t administer it. An inability to offer a well-designed slate of service solutions is depriving both your top and bottom lines of additional cash. Luckily, ServiceMax’s service contracts and warranty capabilities empower organizations to define and manage a wide range of service plans that enable expansion into new markets, and increase service revenue and profits – all within a complete field service delivery solution.

ServiceMax provides a full suite of cloud-based 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. Written in HTML5, the solution can be accessed via a range of mobile devices such as tablets, smartphones or laptops. It also includes cutting edge features such as social collaboration and real-time customer & partner portal access. 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 PLANS AS PART OF SERVICE DELIVERY

The ability to offer a range of targeted service offerings for different customer segments is key to service growth. Yet many organizations shy away, fearing that consistency will be difficult to enforce or too hard to administer. ServiceMax delivers the ability to define, create and maintain service plans that can be used across the organization to ensure that services are priced, defined and used consistently. These plans can be as simple or complex as necessary, and they support various pricing types, service level agreements (SLAs) as well as metered services.

Already using contract capabilities within your accounting or quoting solutions? ServiceMax’s capabilities work with these solutions to bring full visibility of the contract to the service delivery team throughout every step of the process, ensuring timely and accurate service, reduced billing errors and reduced warranty leakage.

Visibility to service contracts is key; whether it’s:

- The ability for the call center agent to access product and labor price books to quote service accurately, or
- The ability for the technician to provide a pro-forma invoice while on site or directly debit the delivered service from the overall contract so future services entitlements are accurate and visible to everyone, including the customer themselves, or
- The ability for the dispatcher to use real-time entitlement data to view SLA commitments for customers and dispatch techs accordingly

ServiceMax provides this unsurpassed visibility to the key service delivery stakeholders -- call center agents, dispatchers, technicians, service line managers, sales -- throughout the process.

BILLING & INVOICING

No one likes an inaccurate or confusing service bill. Once service is delivered, it’s critical to quickly and accurately bill the customer based on their contract to ensure optimal cash flow, reduce days sales outstanding (DSO) and boost customer satisfaction. As noted above, with ServiceMax, technicians can access accurate pricing at any time for labor, products, parts or consumables and can generate an accurate, detailed pro-forma invoice for service. This can be done right on their mobile device such as an iPad, and they can even capture a customer signature on the spot. This invoice could also trigger your accounting system to kick off the formal billing process, with no double entry.
WARRANTIES & ENTITLEMENTS

Maintaining the accuracy of installed products, spare parts, warranty and service contracts across customers and locations is difficult to do, yet crucial to success. ServiceMax ensures that this critical data is accurate, available anywhere, and dynamically changing along with your day-to-day field service operations. A complete service history is created for all products, no matter how often they move or change hands. Our auto-entitlement engine ensures entitlements are always up-to-date, so you know before you dispatch a technician whether the service is covered as part of a service plan or not. With ServiceMax, you will never give away service for free again.

BENEFITS

• Complete visibility into warranty and contracts in service delivery means you never give away free service
• Grow your service business with expansion into new markets and the ability to deliver new service offerings
• Increase revenue by avoiding warranty leakage
• Speed up cash flow by ensuring accurate service tracking and billing
• Improve customer satisfaction by using standardized service plans
• Improve the consistency of service offerings, thus ensuring predictable and dependable profitability

FEATURES

• Comprehensive, automatic entitlement verification – product, location, named contact, availed & remaining services
• Support for multiple product & labor pricebooks to ensure consistent and accurate pricing of labor, parts, products and consumables
• Rich labor pricing options; including fixed price, minimum labor charged, rounding time charged and the ability set product or product line-specific labor pricing
• Create and manage service plans/templates of popular service offerings
• Quickly author complex service contracts based on service plans that automatically include the plan details, yet still are extremely flexible to enable specific exceptions and adjustments
• Manage the service contract lifecycle – author, quote, activate, renew, cancel
• Define service level agreement (SLA) tiers, for example Gold, Silver, Bronze tiers with defined response & resolution times
• Include SLA tier, part, labor, travel pricing, services & allowed quantities on contracts
• Support for metered services (10 support calls, 3 maintenance visits etc.), including the ability to monitor and debit usage
• Automatic calculation of work order line pricing based on contract price terms & discounts, even from a mobile device
• Automatic pro-forma invoice creation for contract & service billing
• Ability to present the pro-forma invoice on a mobile device to the customer while on site, and even capture a signature on the spot
• Manage automatic service contract renewals
• Support for preventive maintenance plan templates with required parts and checklists as a part of the service contract
• Access to contract details via the customer or partner portal
• Support global networks in multiple languages and multiple currencies

WARRANTIES & ENTITLEMENTS