Manufacturing Leader 3D Systems Increases Uptime, Drives Improved Service Profitability with ServiceMax & Aquant

3D SYSTEMS

At 3D Systems, a leading additive manufacturing solutions company, artificial intelligence is powering fast and predictive service that helps the company meet uptime demands while empowering engineers on the job.

To ensure that their customer service matches the quality and speed of their printing capabilities, 3D Systems turned to ServiceMax and its partner Aquant.

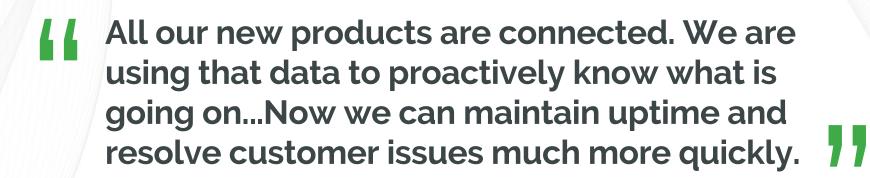## Customer Metrics

62% reduction in parts usage

39% decrease in repeat visits

500 assets enabled with IoT

> "All our new products are connected. We are using that data to proactively know what is going on...Now we can maintain uptime and resolve customer issues much more quickly."

servicemax®

Aquant's platform works by:

- Mining and analyzing companies' data to learn their service language
- Building an AI-driven decision framework around it that service technicians can rely on with confidence

1 SERVICE PREDICTION
AI-driven technology collects data, observes patterns, and anticipates needs.

2 DIAGNOSTIC CAPABILITIES
Issues can be pinpointed and resolved quickly.

3 SERVICEMAX REMOTE TRIAGE TOOL
Equips even newbie service agents in the field with 20 years' worth of knowledge in just a few seconds.

4 COST REDUCTION
With ServiceMax and Aquant, 3D Systems is able to find the most cost-effective solution for each failure incident.

RESULTS

- Reduced truck rolls
- Reduced parts consumption
- Improved first-time fix and mean time to repair rates
- Increased equipment uptime