

# ServiceMax Depot Repair

ServiceMax Depot Repair is designed to help depot and repair center leaders meet aggressive SLAs without sacrificing margins, quality, or compliance.

Built on the same service intelligence trusted in the field, ServiceMax brings full installed base context into the depot—where some of the most expensive service decisions are made.

**With ServiceMax Depot Repair, depot leaders can:**

- Standardize and scale depot operations across locations
- Improve turnaround time and resource utilization without sacrificing quality
- Make economically sound repair vs. refurbish vs. replace decisions, consistently

**Features that help inform the best repair decisions:**

**Full asset and service history**

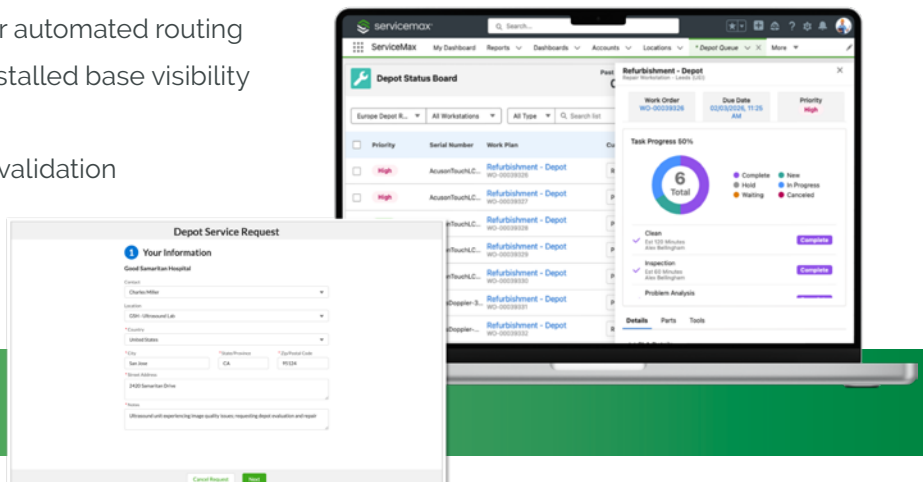
Service request management from the field, call center, and customer portal for flexible, full demand, contract entitlement, and installed base visibility in one system

**Value we deliver:**

- Consistent depot processes for predictable service quality and continuous improvement
- Prevent over-repair and unnecessary replacements

**Capabilities:**

- Automated repair status updates
- Rules-based depot assignments for automated routing
- As-maintained component-level installed base visibility
- Full field-to-depot service history
- Contract and warranty entitlement validation



ServiceMax Depot Repair enables complete management of repair and refurbishment facilities

## Modern queue-based work management

Work management with instructions at the task-level enables precise control. Supervisors can actively rebalance work across technicians and workstations as conditions change.

### Value we deliver:

- Reduce compliance risks
- Improve SLA attainment
- Identify and remove bottlenecks in real time

### Capabilities:

- Configurable workflows with step-by-step procedures
- Repair progress tracking with visibility to workloads and SLAs

## Why ServiceMax Depot Repair?

In transactional systems like ERP or logistics tools, cost tracking dominates—but repair decisions still vary by technician. Compliance depends on local discipline, and as volume grows, that inconsistency slows throughput and erodes margins.

**ServiceMax Depot Repair connects asset intelligence to standardized execution for consistent, predictable service decisions at scale.**

### It's built for complex products and services:

- Designed specifically for industrial and medical device companies
- Connects depot workflows to installed base and service history data
- Supports more than repair, including refurbishment, remanufacture, replacements, and regulated maintenance

### It standardizes every process for compliance at scale:

- Configurable work plans and repair procedures
- Compliance-driven task tracking at the component level
- Global and depot-specific standards to benchmark and improve

## About PTC (NASDAQ: PTC)

PTC unleashes industrial innovation with award-winning, market-proven solutions that enable companies to differentiate their products and services, improve operational excellence, and increase workforce productivity. With PTC, and its partner ecosystem, manufacturers can capitalize on the promise of today's new technology to drive digital transformation.

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