

# Installed Base Management

System of record for as-maintained equipment



For most manufacturers and operators, who have equipment spread across geographically dispersed sites and serviced by multiple crews, maintaining a clean and accurate installed base repository is a daunting task. Yet it is vital. Unfortunately, with siloed tracking systems and approaches, it's nearly impossible to have an accurate and reliable database.

Without knowing the installed base footprint - the who, what and where related to your equipment and assets being used - service organizations cannot conduct the right service actions, deliver the right experiences, attach the right products, and thereby grow their service business.

## Enhance Your Customers' Experience & Loyalty to Increase Revenue

ServiceMax delivers powerful installed base management capabilities that can serve as the foundational system of record of your as-maintained asset data. In addition, this data is easily accessible to stakeholders on the go. Technicians can review equipment service history, account locations, and customer and maintenance notes - even when there is no internet connectivity - to deliver fast and effective service that exceeds customer expectations.

## ServiceMax Impact

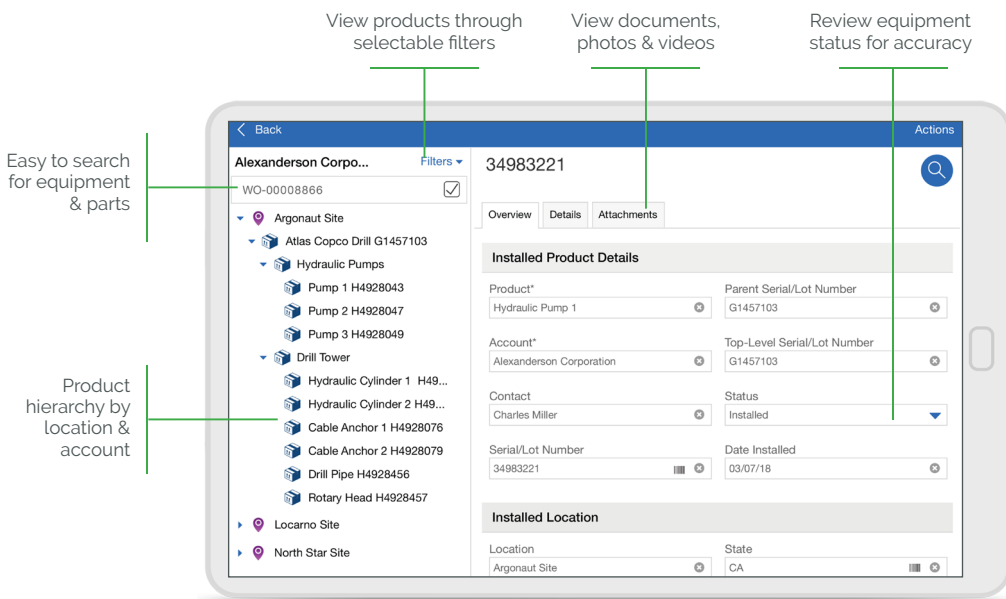
- 15% increase in first time fix rate
- 23% increase in technician productivity
- 25% increase in service revenue

## Benefits

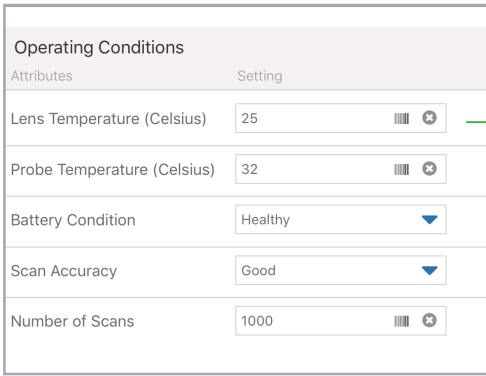
- Improve service efficiency with up-to-date installed base information
- Grow service revenue with new contract coverage or upselling campaigns
- Increase efficiency of targeted change order campaigns for better compliance

## Product Highlights

- Real-time visibility into equipment service history, location, and performance
- On-the-go database management with offline access for your technicians
- Integrated experience with other ServiceMax platform tools and features

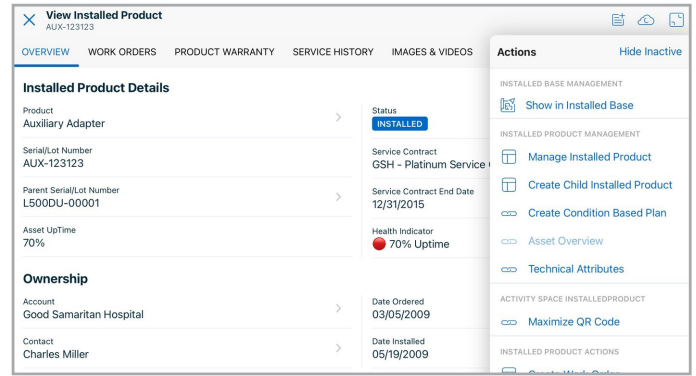


Technician Experience



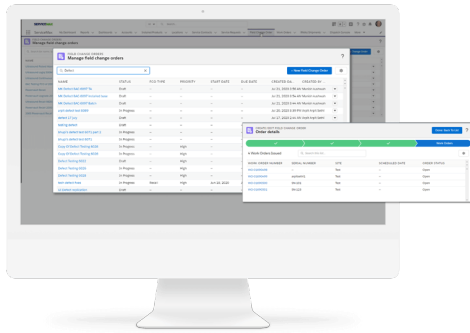
IoT sensor measurements

Ready access to technical installed product attributes that can be updated via API for connected device and condition-based maintenance use cases



Execute contextual actions on installed products to deliver comprehensive service

## Field Change Orders



### Change Order Management

#### Handle Field Change Orders with Maximum Efficiency

Imagine you have a massive recall or need to update the software on a particular set of assets. Without a powerful field change order solution as part of your field service software, your team will be doing a lot of time-consuming manual work. ServiceMax helps you instantly find a complete list of affected assets with their locations and status across your installed base. By leveraging an automated field change order workflow, work orders are then created automatically; and easily scheduled with distinctive color coding and notifications. This functionality significantly reduces change order-related costs and allows for complete traceability of your assets for compliance.

## Features

- Access product hierarchy with location, condition, and usage data for every product on a customer site – all in a simple interface and screen
- Search the entire installed base for a specific asset or set of assets
- Filter installed base using predefined search criteria such as product type, service contract status, or more
- Create work orders, cases, RMAs for subgroups of selected assets for targeted campaigns
- Review cost-to-serve data on assets via reports, dashboards, or interactive dashboards\*
- Access accurate equipment information, product hierarchy, and locations on-the-go and offline via the ServiceMax Go app
- Update information such as equipment hierarchy or parts association with drag and drop capabilities
- Record new serviceable equipment or competitive assets installed on customer sites
- Download Installed Base documents, videos, photos, and more in any format
- Feeds into ServiceMax Core's Work Order Management, Parts Management, Contracts Management, and scheduling environment Service Board

