

Proactive Maintenance

Smarter plans to deliver the right service at the right time



Poor maintenance strategies can reduce a manufacturing plant's productive capacity up to 20 percent. Recent studies show that unplanned downtime costs industrial manufacturers an estimated \$50 billion annually. In today's competitive environment, it's not about just scheduling the same work every month. It's now about working smarter with improved and more immediate information on your equipment's condition to ensure your maintenance efforts are effective.

Improve your customer experience with consistent, proactive service

Implement the best in Proactive Maintenance (PM) strategy with time-, usage-, and condition-based PM plans and automated work order creation that allow you to right-size your maintenance work, lower costs, and extend the life of your equipment. Used by customers worldwide, ServiceMax Proactive Maintenance automates and simplifies the tasks in creating PM plans and delivers on-time maintenance - with or without IoT connected equipment - that automatically assigns work orders and performs maintenance work by following templated checklists with step-by-step tasks.

ServiceMax Impact

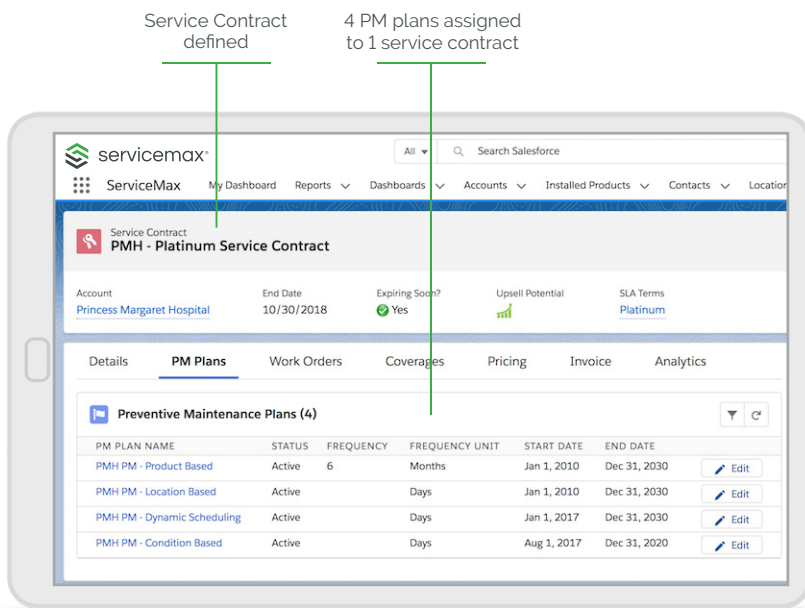
- 12% increase in equipment uptime
- 23% increase in technician productivity
- 24% decrease in compliance incidents

Benefits

- Extend your equipment lifetime
- Optimize your maintenance to meet your service goals
- Consistent, proactive service for better customer experiences

Product Highlights

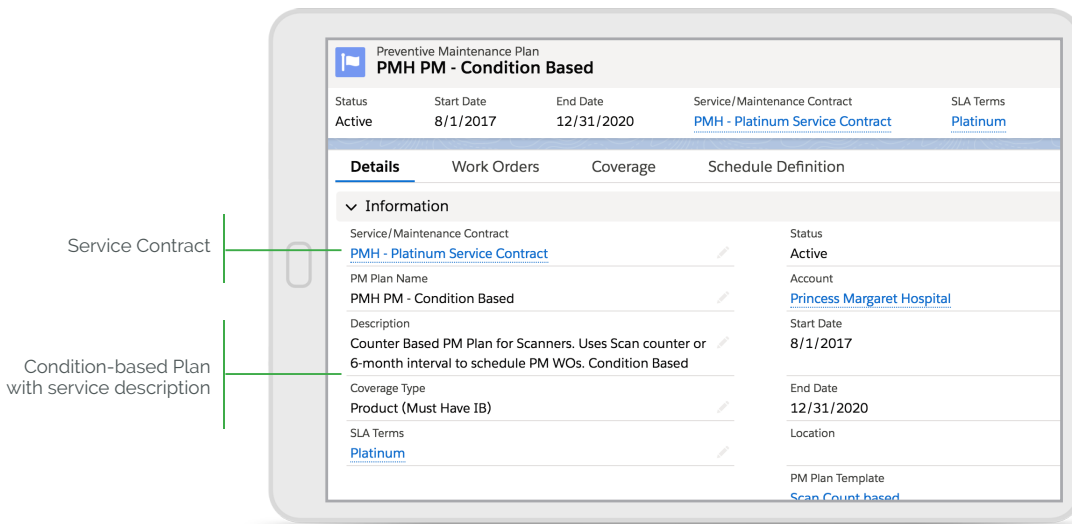
- Streamlined maintenance planning and management
- Automated creation of work orders and assignment of tasks
- Proactive Maintenance (PM) plans with pre-defined schedules and part lists



Service Contract defined

4 PM plans assigned to 1 service contract

Achieve your business objectives with service contracts that support Proactive Maintenance plans



Deliver Proactive Maintenance with condition-based plans

Features and Capabilities

Proactive Maintenance Plan

templates define the products and schedules for time, usage, and condition-based maintenance

Unlimited number of proactive maintenance

plans for a given service contract

PM Plans

are automatically generated with activation of customer service contracts

Automated creation and scheduling

of work orders when thresholds (e.g. temperature, pressure) are met

Create PM

plans by account, location or installed products

Deploy reusable tasks and part

lists across PM plans Task templates prescribe maintenance activities and provide sequenced, priority tasks and required parts

Automatically assign maintenance
work orders

Administrators are kept up-to-date
on PM plan execution

Dynamic PM scheduling

creates work orders that adjust to work performed other than originally scheduled

Automatically assign work orders
to queues and primary technicians

Counter- and condition-based PM
plans support IoT connected equipment

PM Engine

continuously improved to reduce imprint, lowering processing time and backend effort

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.

