



LIVEWORX 23

A NEW ERA IN PRODUCT LIFECYCLE INNOVATION

TRACK SPOTLIGHT

Service

SERVICEMAX
a ptc technology

A NEW VISION FOR SERVICE

Neil Barua
President SLM, PTC

LIVEWORX.COM | [#LIVEWORX](https://twitter.com/LIVEWORX)

6 9 8 3

7 8 4 6

6 7 3 3

1 4 6 4

6 9 8 3

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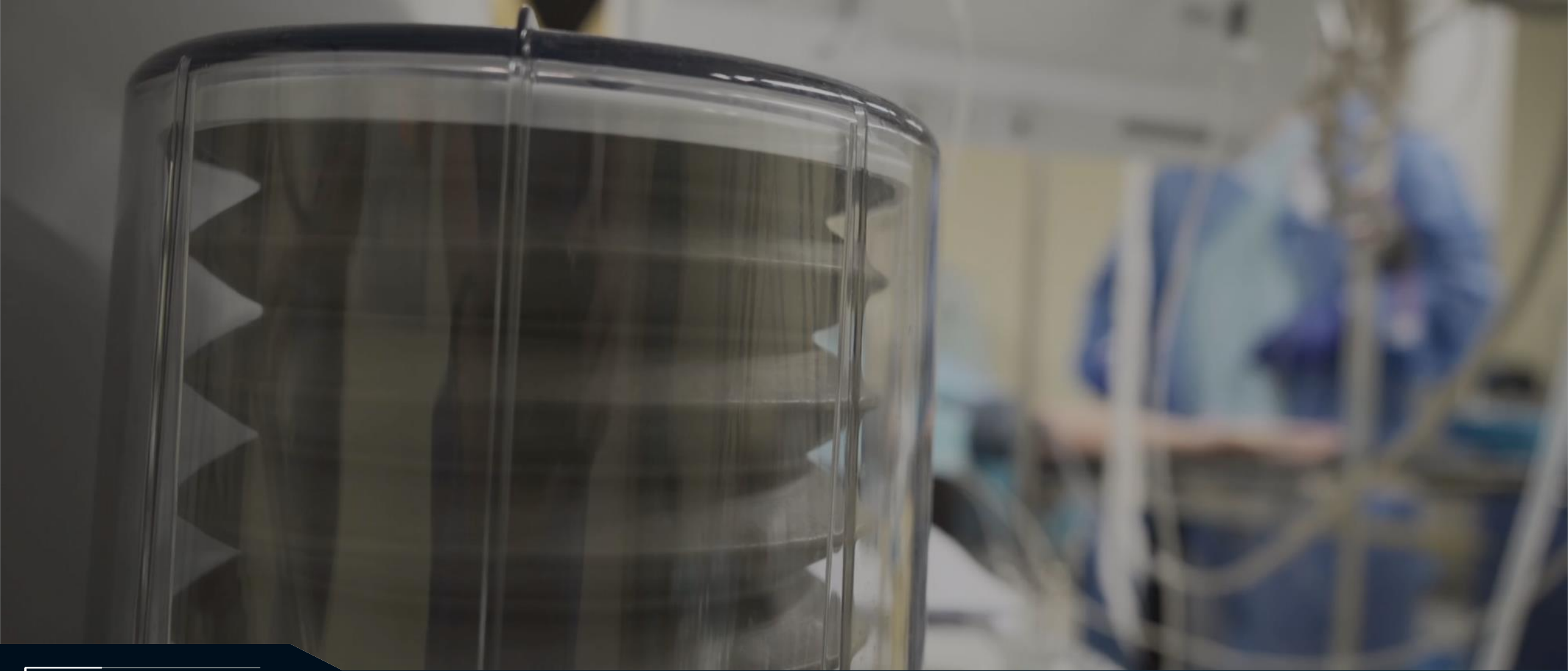
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PTC
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FOCUS ON TECHNOLOGY WITH PURPOSE

Workers want confidence that they have the right **tools**, the right **parts**, the **information**, and the right **support** to deliver service.

DELIVERING THE RIGHT SOLUTIONS TO THOSE ON THE FRONT LINES





[Our] favorite thing about **ServiceMax** is the ability to be more proactive in looking at our business on a day in and day out basis - being able to take the right decision at the right time to make sure we that we improve our customer's experience.

MILLIPORE
SIGMA

SERVICEMAX
a ptc technology



Our large commercial engines power more than 25 percent of the world's mainline passenger fleet. We succeed when our customers get the service they need. **Servigistics** ensures that our operations continue to exceed their high standards.



ptc® servigistics®



Since 2004, **Arbortext** has been used to create, manage and deliver all technical documentation and illustrations in 42 languages across hundreds of products around the world.



ptc® arbortext®

PTC'S MARKET LEADING SLM PORTFOLIO

INTERNET OF
THINGS



WARRANTY CLAIMS
& RECOVERY

ptc® warranty

SERVICE INFORMATION
DELIVERY

ptc® arbortext®

FIELD SERVICE
MANAGEMENT

SERVICEMAX
a ptc technology

AUGMENTED
REALITY

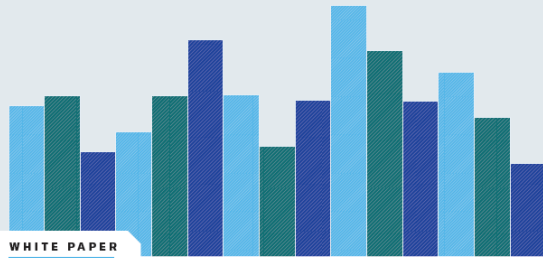


SPARE PARTS
MANAGEMENT

ptc® servigistics®



CUSTOMER OBSESSED



WHITE PAPER

Refining Digital Transformation through Asset Centricity



Sponsored by

SERVICEMAX

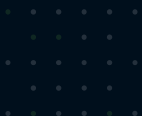


[An asset-centric approach] has enabled us to boost the services business and, from a digital standpoint, have the right enablers to continue to accelerate growth. The quality of the service we render has a big impact on customer satisfaction.

Jean-Pierre Samilo
VP of Services Digital Enablement

Life Is On

Schneider
Electric



Asset-centricity
makes Schneider
Electric customer-
centric



Asset-centricity
augmented with
digital technology
and IoT



Data-enabled
product design
for serviceability
and sustainability



SERVICEMAX COMPLETES ASSET-CENTRIC SLM

SMART CONNECTED
PRODUCTS



STREAMLINED
WARRANTY CLAIMS

ptc® warranty

ORCHESTRATED SERVICE
INFORMATION

ptc® arbortext®



ASSET SYSTEM
OF RECORD

SERVICEMAX
by ptc technology

ASSET-CENTRIC
WORK EXECUTION

SERVICEMAX
by ptc technology

3D WORK
INSTRUCTIONS



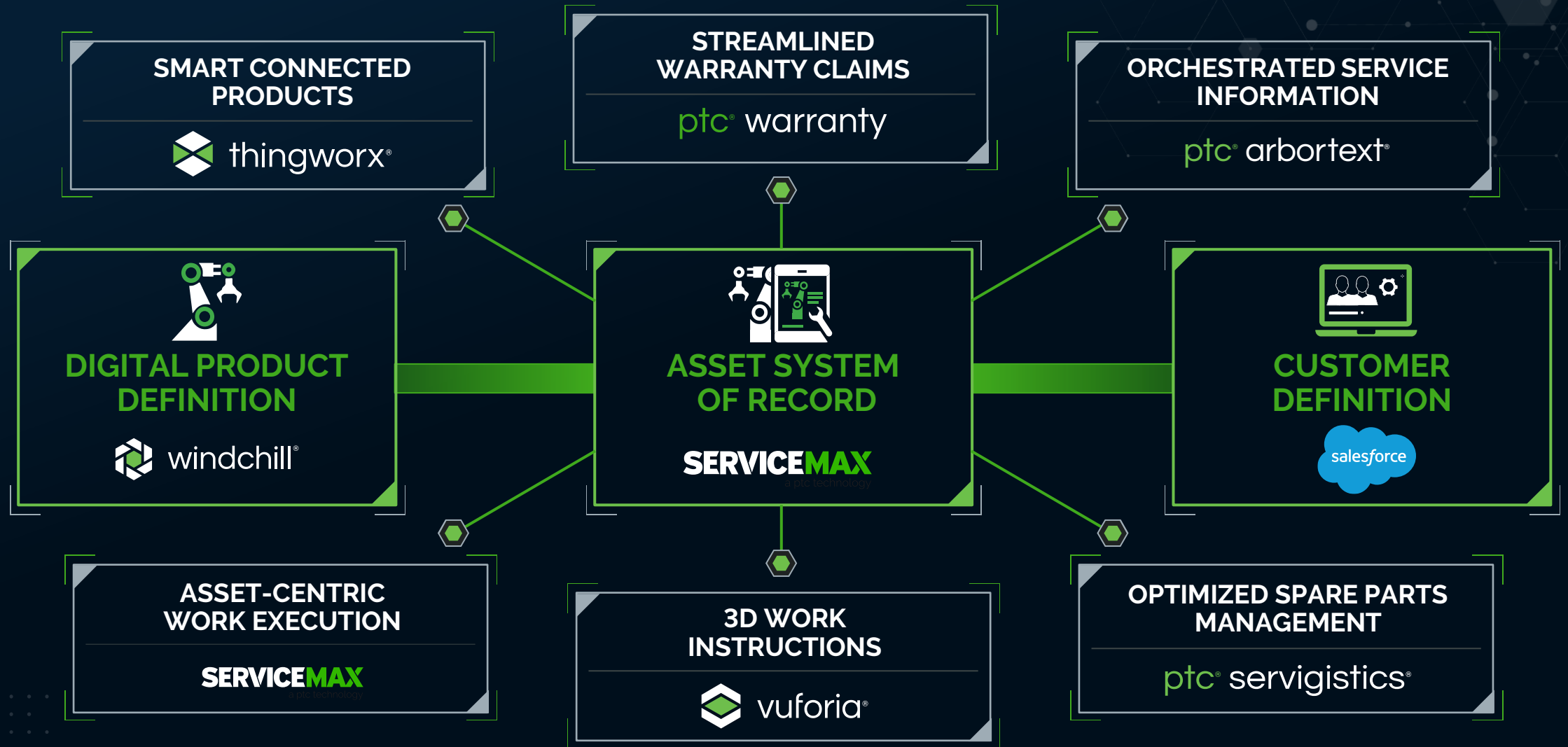
OPTIMIZED SPARE PARTS
MANAGEMENT

ptc® servigistics®



PROFITABLE/SUSTAINABLE BUSINESS MODELS

DIGITAL + PHYSICAL + CUSTOMER





SUPPORTING GLOBAL CUSTOMERS AND MISSION CRITICAL ASSETS WITH TECHNOLOGY

A new era of supporting global customers



**ENABLING PREDICTIVE MAINTENANCE WITH
SERVICE + IOT**

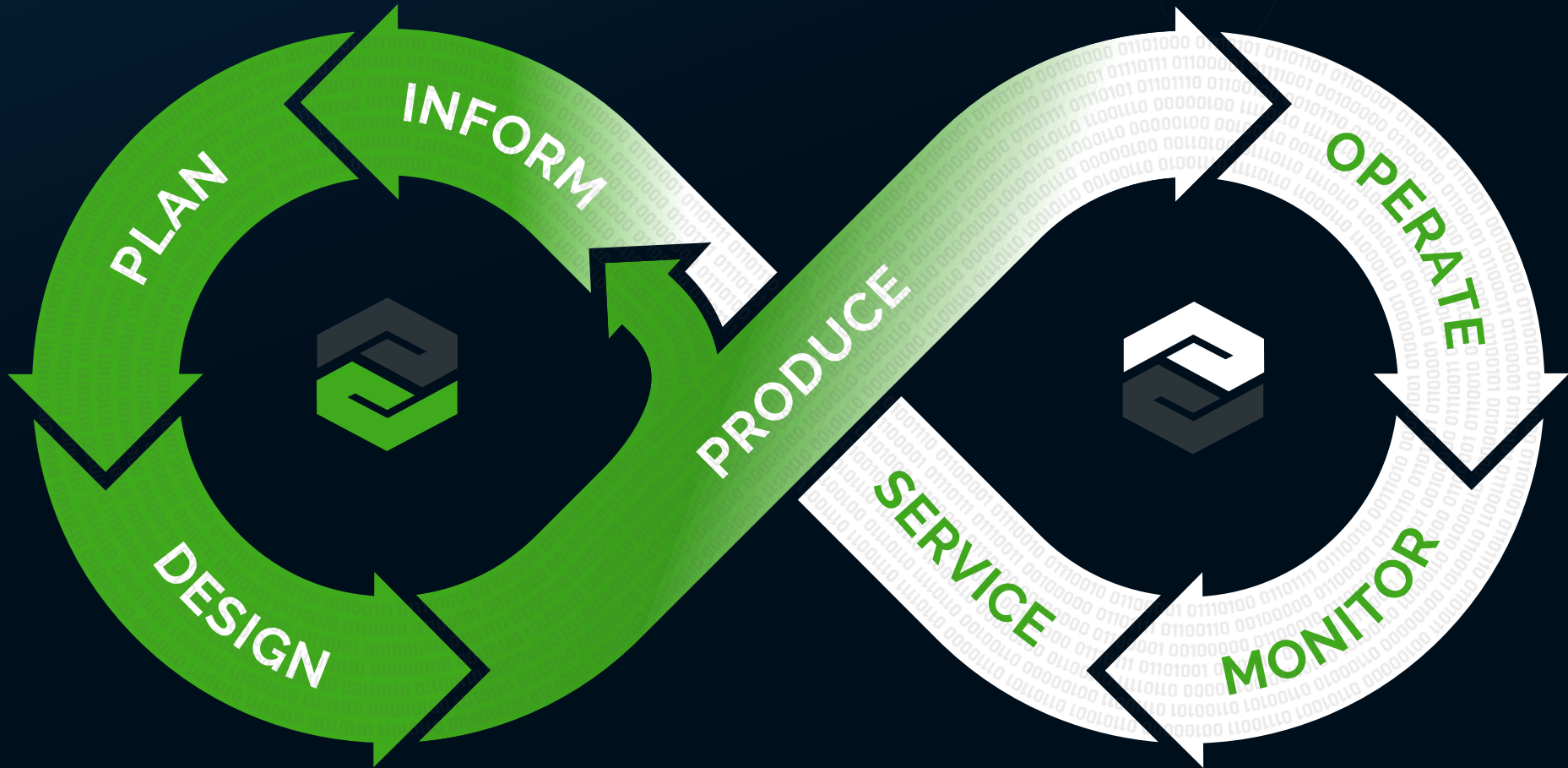


**A BUSINESS REVOLUTION WITH THE
DIGITAL THREAD**

CLOSED-LOOP DIGITAL THREAD

DIGITAL TWINS

PHYSICAL PRODUCTS





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A NEW ERA IN PRODUCT LIFECYCLE INNOVATION

THANK YOU

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