

Spark 360

Kickstart Your Implementation and Go Live in only 14 Weeks



You have invested in ServiceMax Asset 360 to accelerate your digital transformation journey, meet the growing need for asset-centric functionality and increase service profitability, asset visibility and agility. Now, you want your investment to pay off quickly and successfully.

The ServiceMax Spark 360 Professional Services package provides you with key functionality through a fixed-scope approach, designed for fast implementation and rapid time to value.

By providing you with prescribed processes and built-in best-practice workflows, ServiceMax Spark helps you implement ServiceMax Asset 360 efficiently. You also get capabilities that are exclusively available to Spark 360 customers:

- Asset Hierarchy Management (move, swap, clone, update)
- Location Management
- Asset Uptime & Downtime Capabilities & Reporting
- Automated Maintenance Work from Asset or Contract
- Work Order Assignment Management

Plus, this package also includes several tools that will make life easier for your administrator.

As your service organization matures, you'll be able to smoothly implement additional Asset 360 features and functionality.

Key Features

- Preconfigured workflows that can be adapted to drive specific business requirements
- Accelerator package with defined scope, user stories and scenarios
- Implementation methodology purpose-built for field service

Benefits:

- Fast time to value
- Standardized processes across your organization
- Adoption of industry best practices that are based on ServiceMax's unmatched domain expertise

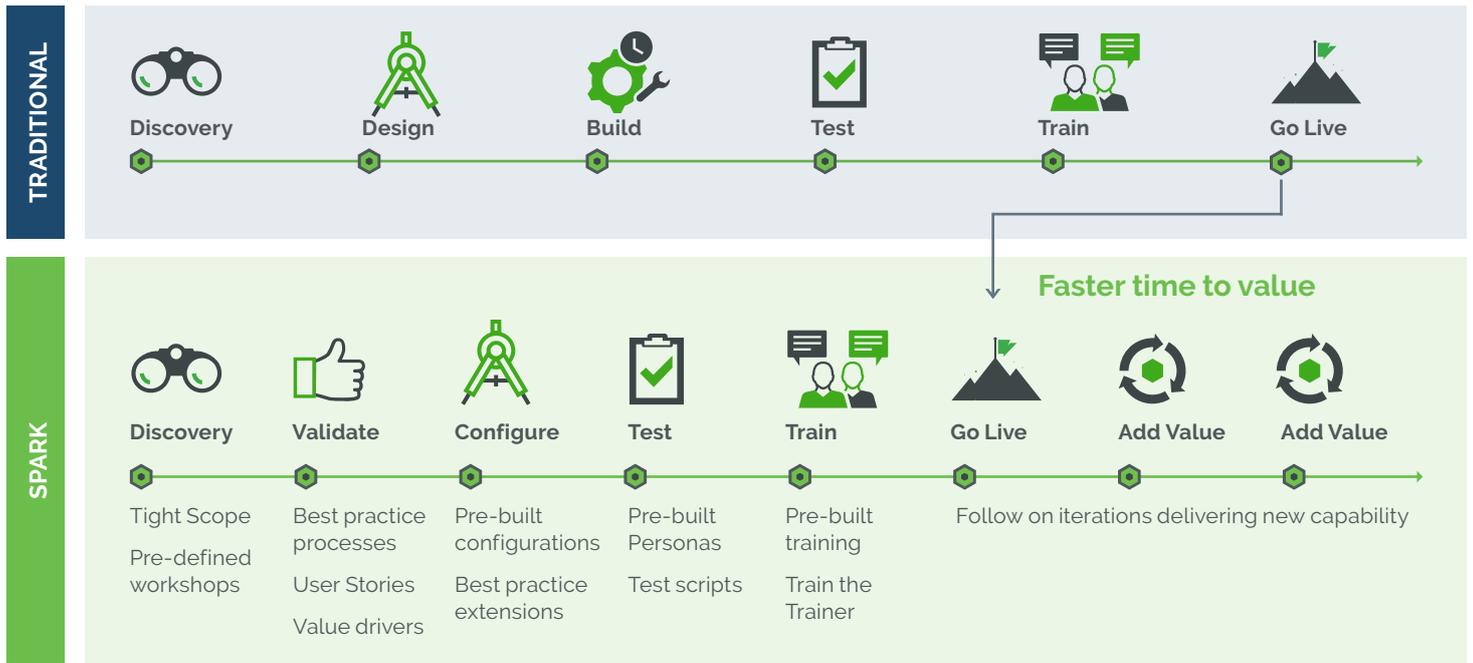


ServiceMax has some of the deepest functionality for commercial providers of complex, equipment-centric services. An indicator of this strength is the firm traction of Asset 360, a product authored by ServiceMax and co-funded by Salesforce and ServiceMax, that adds warranty, RMA and process flow management functionality (among other features) to Salesforce Field Service."

Jim Robinson, Naved Rashid, Gartner, Inc., Magic Quadrant for Field Service Management, 31 August 2021



Accelerated value delivery



The fixed scope of Spark includes best practice and core business functions of Asset 360.

With this functionality you can:

- Better manage your installed base with Asset Hierarchy and Timeline
- Manage, track and enforce warranty and service contract entitlements against your installed base
- Effectively create and apply new maintenance plans and service contracts with a templated approach
- Utilize end-to-end business process flows using Asset 360's best-practice approach
- Leverage prebuilt dashboards, reports, and preconfigured Service Metrics such as Asset Downtime and Uptime

What you get with Spark 360

ServiceMax Spark gives you what you need to quickly transform your field service operations and reap the benefits of increased service profitability, asset visibility and agility. With Spark 360, you will have access to all the project leadership, expertise, and services you need to successfully go live with ServiceMax Asset 360 – quickly, cost effectively and risk free.

Using the proven success of the MaxApproach methodology, a team of accredited field service and ServiceMax experts will partner with you to assess and standardize your business processes and align them with ServiceMax functionality. The team of experts will then use an extensive toolset that includes defined process flows, and a preconfigured setup that can be tailored to match your unique business requirements to bring your organization online with Asset 360.

With ServiceMax Spark 360, you also get access to ServiceMax Support resources, our user community, and web-based training for your service professionals.

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.

