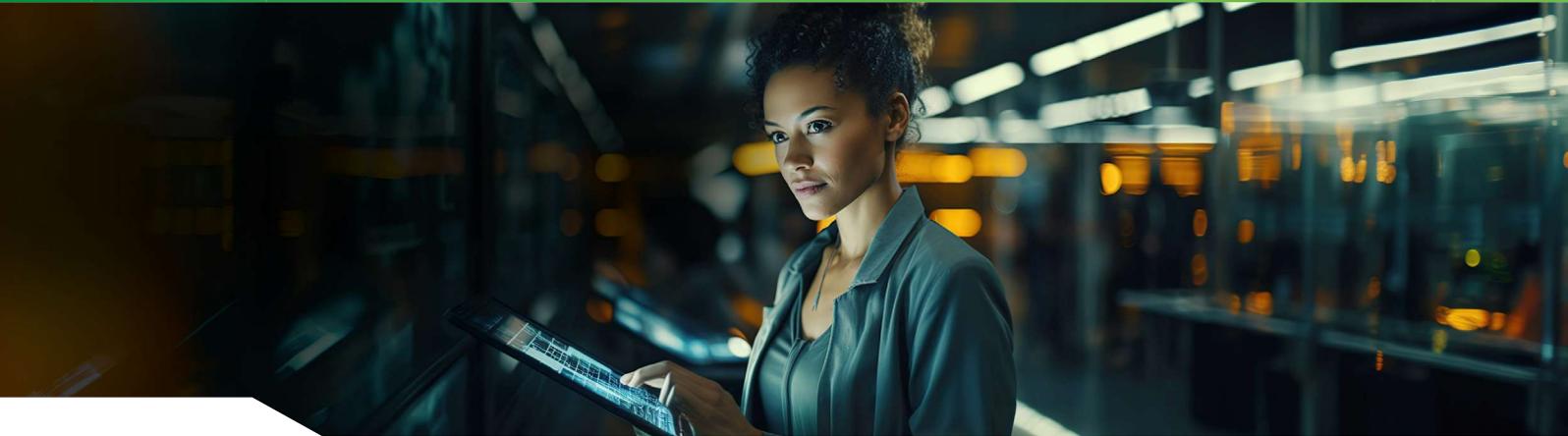


ServiceMax Core

The only service software built for asset-intensive industries



ServiceMax is the only AI-powered service execution software to simplify the repair and maintenance of complex equipment across asset-intensive markets. It helps OEMs, their service providers, and asset operators to keep equipment up and running—be it in the field, repair center or factory. By doing so, our customers achieve higher revenue and uptime, greater productivity, elevated customer experience, improved safety, and better compliance.



5x
expansion of
installed base
visibility

2x
response time

\$80M+
additional service
revenue

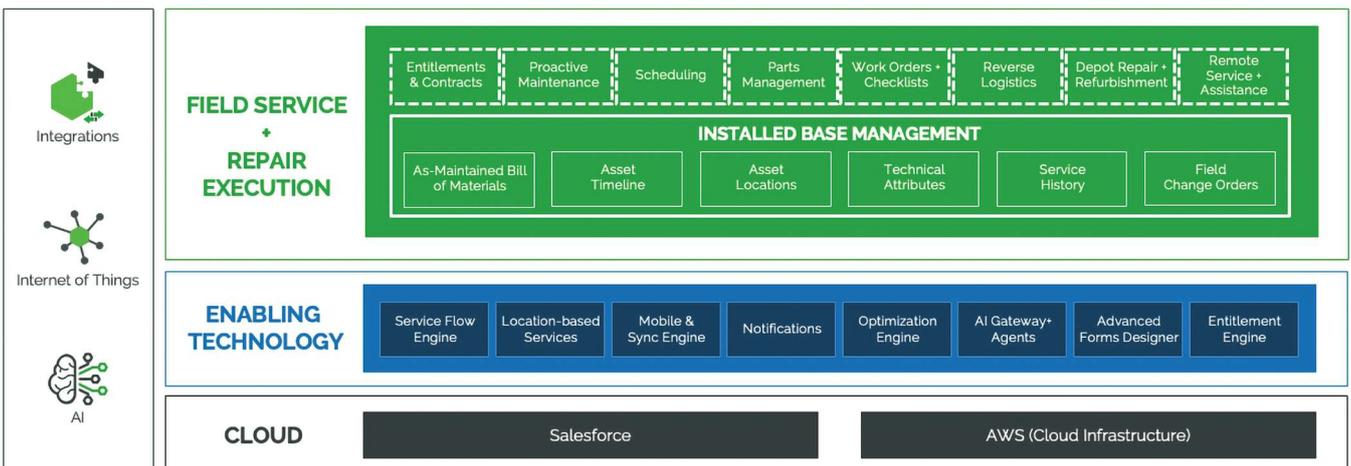


ServiceMax is our backbone to fully digitize our field service capabilities. The business transformation would not have happened if we did not have ServiceMax to enable it.



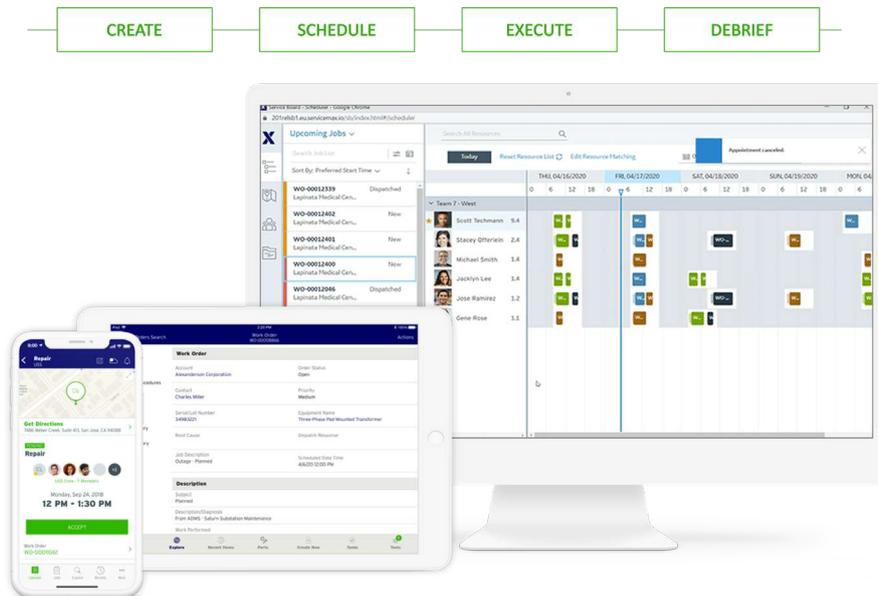
– **Jean-Pierre Samilo**,
Vice President, Services Digital Enablement

Built for Asset-Centric Service Execution



WORK ORDER & JOB MANAGEMENT

Track and standardize the complete job management lifecycle—from simple repair work orders to long-running, multi-resource jobs—improving visibility, efficiency, and service execution consistency.



Features & Capabilities

- End-to-end work order creation, planning, and dispatch
- Work planning to manage complex jobs at a task level
- Dynamic forms and checklist generation with [DataGuide](#)*
- Field change order (FCO) management
- Schedule optimization via [Service Board](#)*
- Proforma invoice with time, materials and digital signatures
- In-field issue reporting with product-level analytics
- Customer communications, surveys, and invoicing handoff to ERP

*Service Board & DataGuide are add-ons to ServiceMax Core

TECHNICIAN ENABLEMENT

Empower technicians with purpose-built mobile tools designed for real-world service conditions. Technicians work productively online or offline, access critical asset and customer data, and execute every visit from long-jobs to quick service checks efficiently—improving customer experiences.

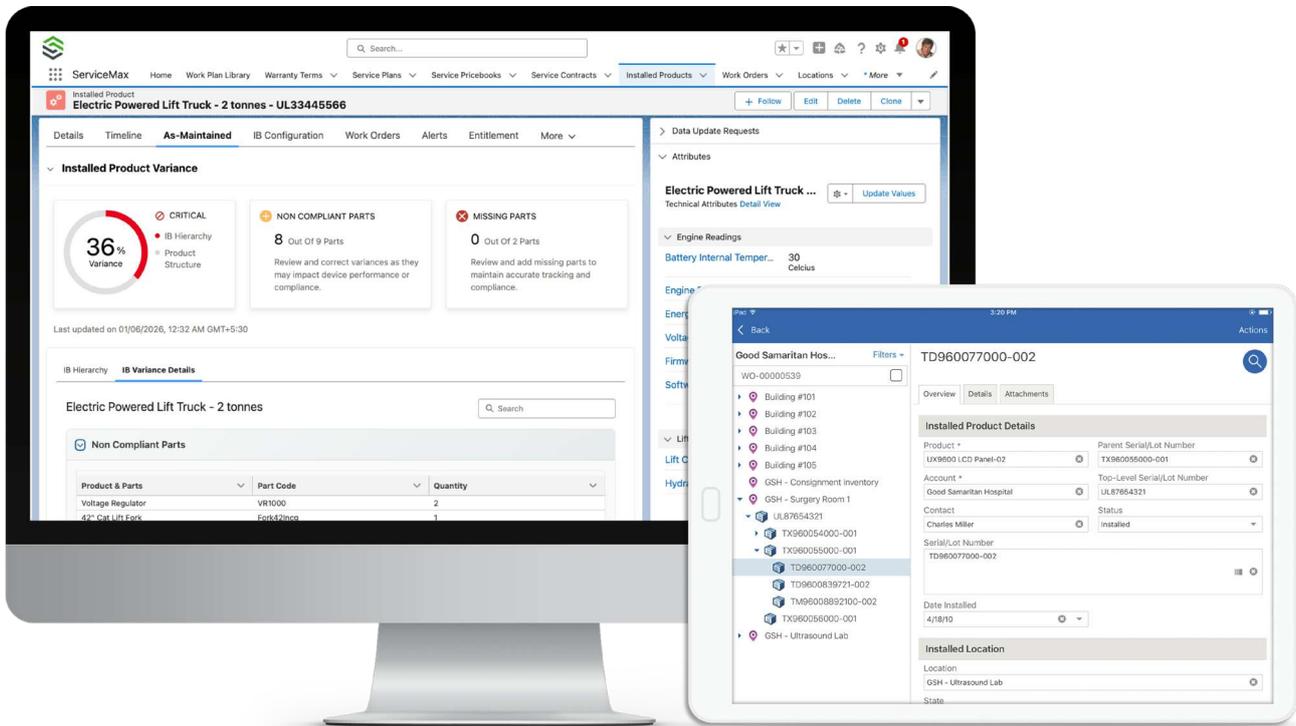
Features & Capabilities

- Mobile-first app: [ServiceMax Go](#) with full offline support
- Delivery on all mobile operating systems – iOS, Android and Windows
- Contextual access to work orders, routing, assets, and parts
- Integrated upsell, quoting, and price books
- Knowledge base, real-time notifications, and IoT diagnostics
- Complete work debriefs, including task details, pricing and signatures
- Extensible remote support powered by [Zinc](#)*

*Zinc is an add-on to ServiceMax Core

INSTALLED BASE MANAGEMENT

Maintain a single, trusted record for all serviced products. ServiceMax captures complete as-maintained equipment data to improve service accuracy, enable proactive maintenance, and unlock revenue opportunities through better visibility into asset history.



Features & Capabilities

- Centralized asset records with serviceable component hierarchy, history, location, and status
- As-maintained updates with automated part swap, installation and replacement guidance
- Installed base validation to identify deviations from original as-sold configurations
- Technical attributes and usage capture
- IoT-enabled triggers for maintenance work orders
- Service history, notes and knowledge base
- Pre-built & API-based integrations to ERPs

PLANNED & PREDICTIVE MAINTENANCE

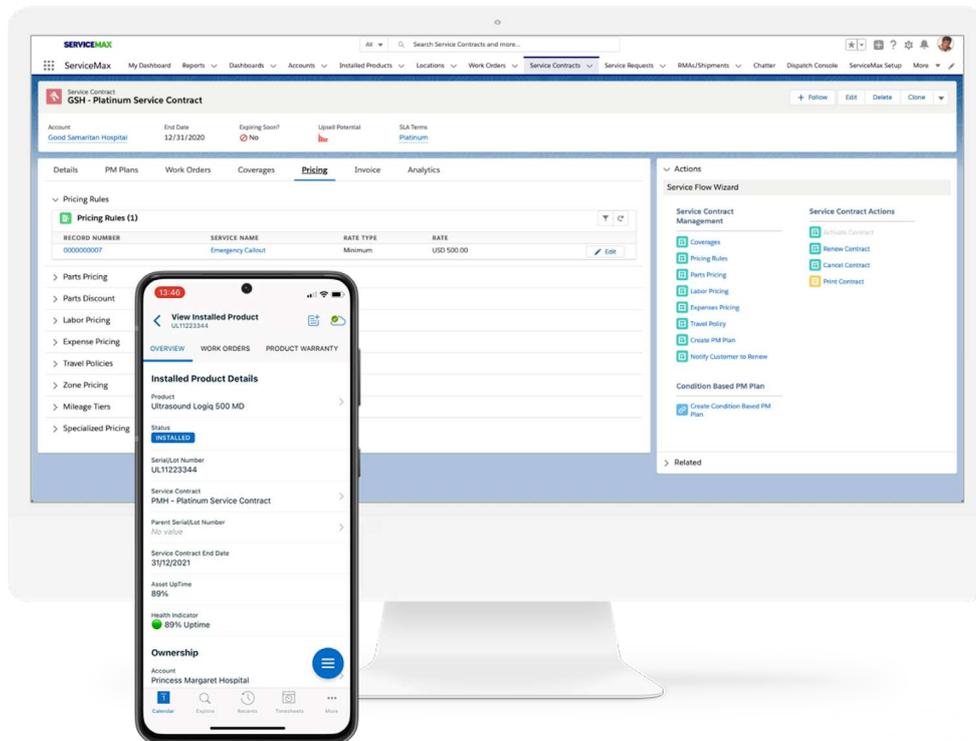
Anticipate service needs and reduce downtime through planned and proactive maintenance strategies. ServiceMax delivers broad maintenance management, including IoT data integration to trigger service automatically, improving equipment uptime and customer satisfaction.

Features & Capabilities

- Proactive maintenance planning with predefined schedules and location-based grouping
- Configurable time- and condition-based maintenance plans
- Adaptive schedules that update to work performed
- Automated work order and tasks creation
- IoT integrations with leading platforms for condition-based work order triggers

CONTRACTS & ENTITLEMENTS

Eliminate revenue leakage and billing errors with contract and warranty management alongside automated entitlement verification. ServiceMax ensures even the most advanced contracts and warranty structures are supported by tailored pricing rules for flexibility and accuracy at every stage of service—supporting long-term service agreements, protecting revenue, and improving customer trust.



Features & Capabilities

- Reusable contract and warranty templates
- Streamlined contract and warranty creation and validation
- Advanced entitlements engine for exact parts and labor pricing according to contract
- Pricing data access throughout service delivery—online or off
- Automated service thresholds for tracking visits, labor hours, parts and more
- SLA clocks for contract compliance

CONTRACTOR & DEALER MANAGEMENT + CUSTOMER ENGAGEMENT

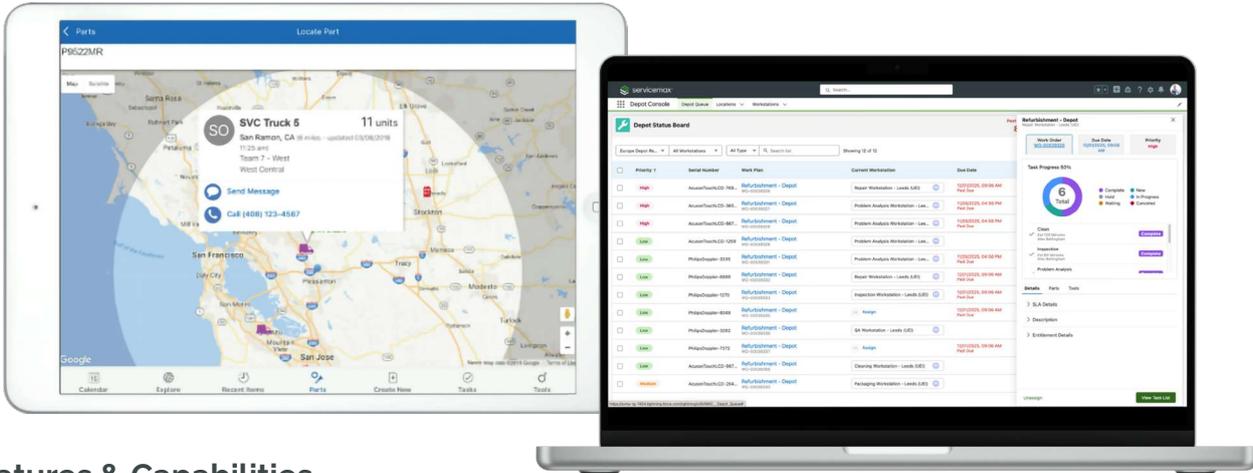
Extend service execution beyond internal teams. ServiceMax enables secure collaboration with contractors, dealers and customers through integrated communities—ensuring transparency, alignment, and consistent service delivery across complex service ecosystems.

Features & Capabilities

- Secure, configurable customer and partner portals
- Self-service knowledge management
- Service request management
- Support for third-party service execution
- Dashboards and visualizations for partner performance and customer equipment

PARTS, RETURNS & REPAIR MANAGEMENT

Ensure the right parts are available—and fully accounted for—across field service, returns, and depot repair. ServiceMax unifies parts logistics, reverse flows, and repair execution to reduce inventory costs, prevent parts loss, ensure business continuity, and standardize repair operations with minimal administrative overhead.



Features & Capabilities

Parts & Returns Management

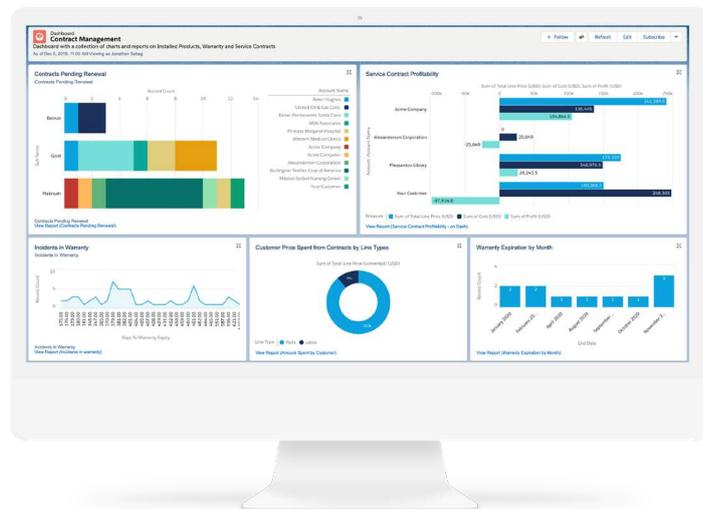
- Real-time visibility into inventory availability, including truck stock
- Authorized and serialized parts tracking
- Service bill-of-materials validation during transfers, installation, and swaps
- Core returns workflow configurable by return type
- Return orders for defective assets or subcomponents, including hazardous material handling and safe disposal locations

Depot Repair Execution

- Repair request management
- Standardized depot repair work orders capturing repair times, parts used, symptoms, and failure codes
- Configurable location-based queues for repair management
- Task assignment by repair station with problem analysis codes

DASHBOARDS & KPIS

Gain real-time visibility into service performance. ServiceMax dashboards and KPIs help service leaders monitor execution, benchmark performance, identify improvement areas, and make data-driven decisions across regions and teams.



Features & Capabilities

- 100+ prebuilt performance reports
- Custom reports with drill-down and filtering
- Metrics for utilization, first-time fix, revenue and more
- Real-time operational insights for fast decisions

SERVICEMAX CORE IS AI-POWERED & ENTERPRISE-READY

ServiceMax is an enterprise scale service software that accelerates time to value.

270M+ Work Orders Hosted

500M+ Installed Products Tracked

- **Global Customer Transformation for strategy & benchmarking support:** A dedicated team of industry experts engaging a portfolio of over 30 strategic customers and who have completed 200+ strategy programs.
- **Professional Services for implementation & customer success:** Programs to support 450+ customers globally.
- **ServiceMax Service Flow:** Foundational technology for ServiceMax implementations that speed time to value. Our business workflow engine ensures the right people receive the right information at the right time, to optimize industry-specific processes and adjust to evolving service business needs.
- **[Powered by AI](#) for faster time to value:** A service-ready AI infrastructure developed to work with ServiceMax best-practice workflows—easily configurable for every member of the service team.

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.

Learn more about ServiceMax by visiting: ptc.com/en/products/servicemax/

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