

ServiceMax for Oil & Gas

Execute more work, better work, and safer work

servicemax®

Offshore platforms in the Gulf or the North Sea. Remote deserts in the Middle East. Gas pipelines in the frozen Canadian frontier. Refining operations in India. No matter the location, no matter the type of oil and gas assets, ServiceMax helps companies across the entire oil and gas value chain execute more work, better work, and safer work on equipment. Whether you're a manufacturer, service provider, or an operator, ServiceMax can help you flawlessly execute your operations.

ServiceMax Asset Service Management (ASM)

helps production, pipeline, and plant operators get the most performance out of their assets by getting the most performance out of those that operate and maintain those assets. This includes their own operations and maintenance personnel as well as third party contractors. With ASM, operators will achieve optimized resource utilization, a reduction in unplanned downtime, fewer safety and compliance incidents and many other benefits.

ServiceMax Field Service Management (FSM)

helps manufacturers, oilfield service providers, and other industrial service providers across the oil and gas industry deliver perfect end-to-end service to their customers. With FSM, ServiceMax customers see increased revenues, decreased service costs, and improved customer satisfaction.

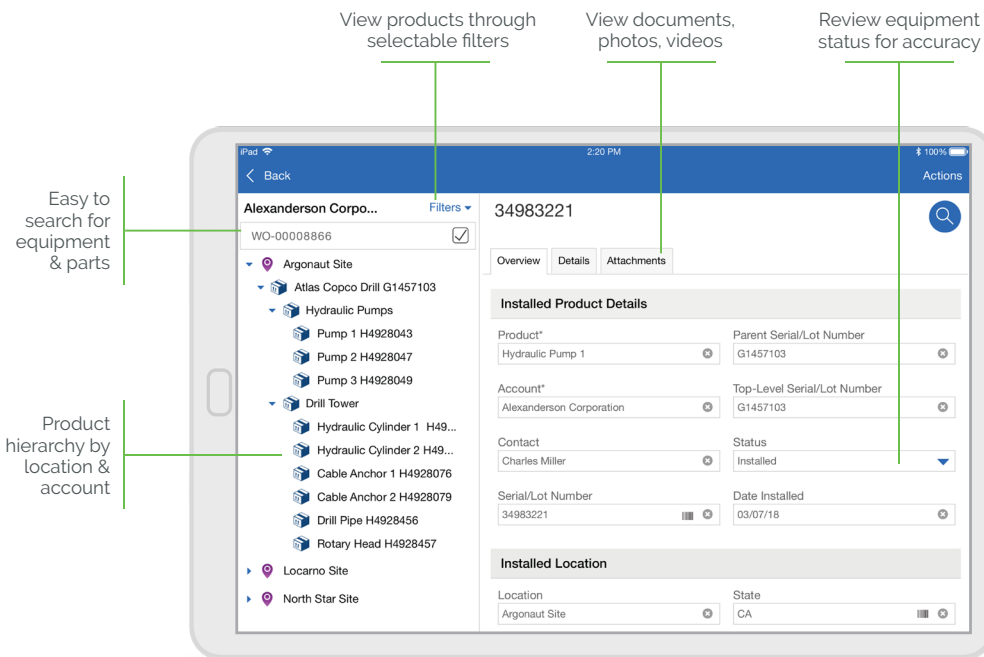
ServiceMax Impact

19% increase in field engineer productivity

13% decrease in compliance incidents

10% increase in first-time-fix rates

9% increase in asset uptime



Technician user interface

“Mobile access is reducing time to invoice. Cash flow is improving by millions year-to-year.”

Lydie Victoire
Project Manager, BHGE

ServiceMax Asset Service Management (ASM)

BENEFITS

Optimize resource utilization

- Reduce unplanned downtime
- Prevent safety and compliance incidents
- Improve operations and maintenance personnel productivity
- Provide asset visibility to your operations and maintenance teams

ASM FEATURES

Easily schedule and plan operations and maintenance activities using Service Board automatic resource recommendations.

Seamlessly assemble, define shifts, and assign jobs to crews composed of direct personnel and contractors as well as assign a crew leader to manage work and sign the work debrief.

Transform toward predictive maintenance by combining Asset Performance Management (APM) and Asset Service Management (ASM) so that asset reliability models can be improved using asset service records.

Provide operations, maintenance, and contractor personnel with real-time visibility to work calendars, work order descriptions, operator round checklists, job safety analysis forms, lock out tag out notifications, equipment documentation, parts lookup, knowledge base, and much more using the ServiceMax mobile app.

Maximize operations and maintenance productivity with mobile workflows so no critical step for safety, compliance, or asset integrity is missed.

Easily integrate ASM with your ERP and EAM systems so they can access and update asset records real-time including maintenance history, product configuration, exact location, and other critical data.

Easily collaborate with remote subject matter experts using 1:1 and Group Text, Voice, Video, Hotline Groups and more methods to quickly troubleshoot issues in real-time to reduce asset downtime.

Search contextual conversations to find answers fast to avoid troubleshooting equipment issues that have already been solved for other like equipment.

ServiceMax Field Service Management (FSM)

BENEFITS

Optimize resource utilization

- Increase service revenue
- Decrease service costs
- Increase Net Promoter Score
- Increase contract renewals
- Reduction in safety and compliance incidents

FSM FEATURES

Assign the right engineers, equipment and parts to the job using Service Board so that each job can be completed seamlessly.

Quickly and easily manage work orders for any type of service visit.

Automatically generate service requests and real-time alerts from connected assets with IoT integration.

Collaborate with ease using 1:1 and Group Text, Voice, Video, Hotline Groups and more methods to quickly troubleshoot issues in real-time to reduce asset downtime.

Track rental tools through rental cycle end-to-end, i.e. customer location, rental duration, shipped / received, revenue value, rental tool history and preparation for next rental.

Empower field engineers with online and offline mobile access to all field service information so that they can fix both foreseen and unforeseen issues without a second trip (access to past service histories, entitlement and pricing data, service bill of materials, knowledge bases and collaboration with other engineers in the field or home office).

Empower the field engineer to execute and complete their entire job while on-site in an efficient manner including work order debrief and field ticket.

Utilize the GPS capabilities native to mobile devices to pinpoint the location of field engineers in real-time and display this information in Service Board.

Utilize remote device monitoring to proactively dispatch service engineers, evaluate equipment damage and avoid equipment downtime or non-productive time.

Empower customers to create their own service requests, access past field tickets, lookup knowledge bases and installation manuals, and even view/print compliance certifications and other regulatory documents needed for audit purposes.

Access real-time reports and dashboards that provide visibility into various metrics such as resource utilization, equipment uptime, missed SLAs per region, billable costs per visit for customer, rental tool revenue, etc.