Parts Management

Optimize your parts, returns and repairs for higher profitability and superior customer experience
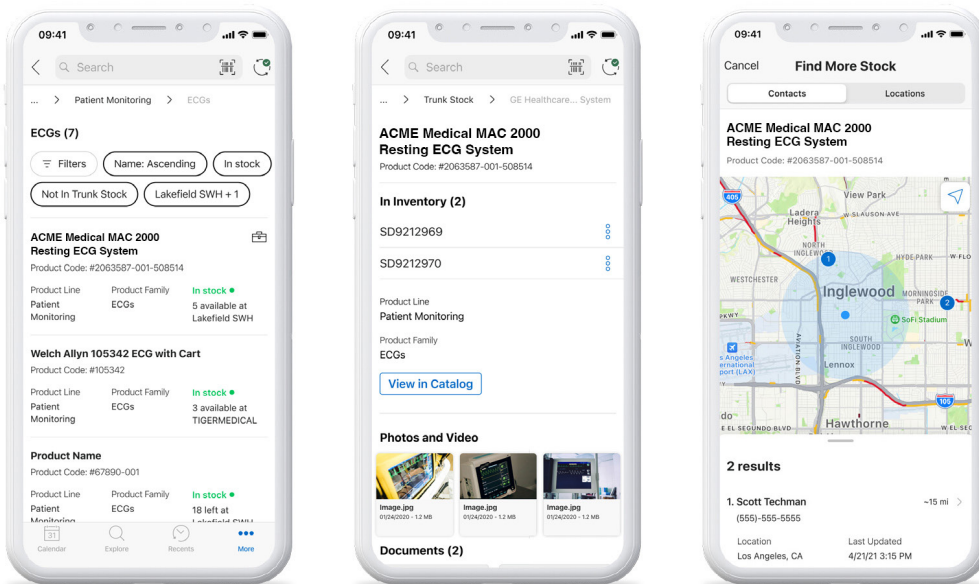
servicemax®

Service organizations aim to have the right parts at the right time for the right job when a technician arrives. Given the dynamic nature of field service, planning ahead is difficult. Technicians often discover different parts are needed than what was specified. As a result, technicians carry more stock than necessary.

Digitizing Parts Management improves your operations

ServiceMax enables service organizations to manage their parts and inventory levels and provide technicians with the information they can rely on. ServiceMax makes complex processes simple and repeatable. ServiceMax manages all business processes for parts inventory, including trunk stock management, stock transfers, parts requests, and return material authorizations (RMA). Service organizations have visibility into their parts utilization that allows them to improve their service profitability while increasing their first-time fix rates.

ServiceMax Impact

15% increase in first time fix rate

23% increase in technician productivity
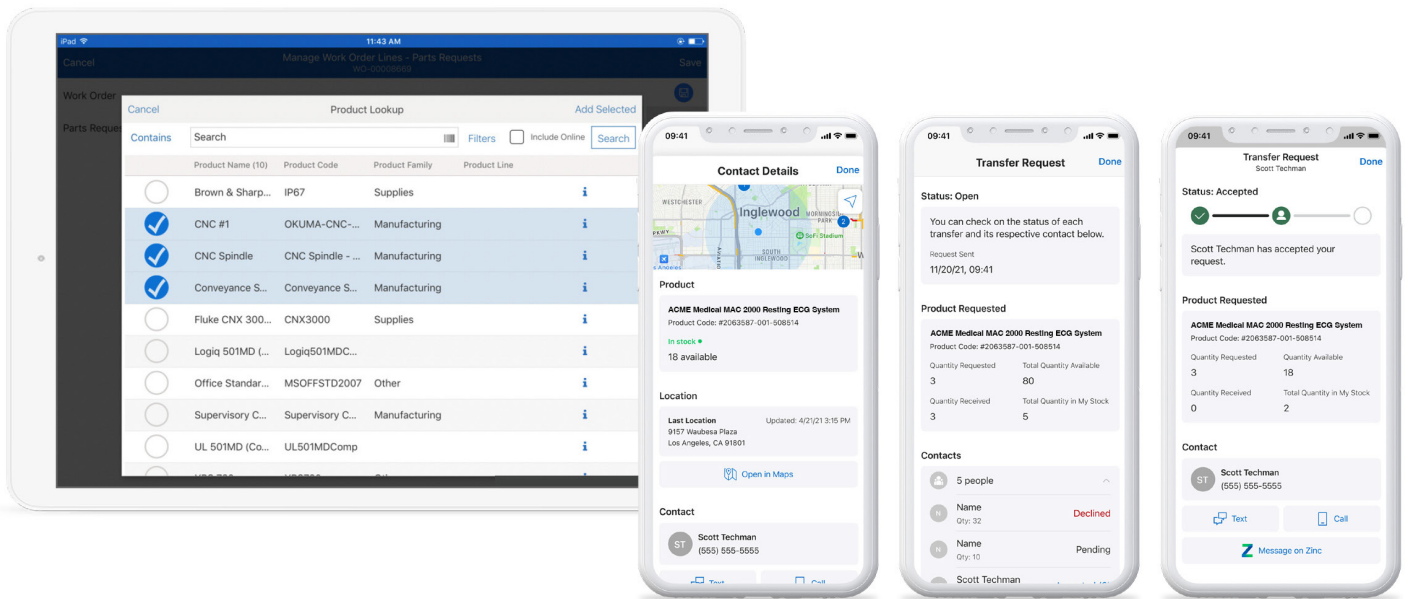
13% decrease in mean time to repair

Benefits

- Grow profitability with improved inventory stocking and reduced truck rolls
- Reduce inventory costs by minimizing parts leakage and write-downs
- Improve first-time fix rates with real-time parts availability and location information

Product Highlights

- Full process automation enables auto-replenishment of parts inventory
- Track parts with returns management authorization
- Mobile app enables technicians to locate, transfer and consume parts "on-the-go"

Features and Capabilities

- Provide internal and external resources with a real-time view of parts availability, the ability to request and ship parts, and the capability to initiate and close parts transactions
- View nearby inventory for ad-hoc requests from technicians or depots
- Manage inventory data for parts transactions including parts requests, stock adjustments, and stock transfers
- Manage forward and reverse logistics for RMAs, FRU returns, shipments, exchanges, and repairs
- Manage returns through complex networks (global parts depots, in-country hubs, regional distribution centers, field stocking locations, third-party repair centers)
- Shorten return times involving multiple depots/locations through routing rules

- Manage transfers/shipments of large inventory volumes via batch entitlement checks and barcode-enabled receipts
- Receive instant reports on return volumes and trends for use by quality, engineering, and materials planning teams
- Using ServiceMax Go (mobile):
  - Search and browse parts catalog
  - Offline viewing and managing of van/trunk stock
  - Track serialized and unserialized parts
  - Locate parts in nearby stocking location or technician van/trunk stock
  - Transfer/swap parts
- Integrate with Baxter Planning to forecast parts demand and identify optimal inventory levels

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.