ptc

Dashboards & KPIs

Increase revenue and profitability by gaining insight into your service operations

servicemax®

To run a successful service organization, you can't rely on "gut feel" – you need data. Understanding key performance metrics (KPIs) and tracking them closely is essential to identifying strengths and weaknesses in your service operations.

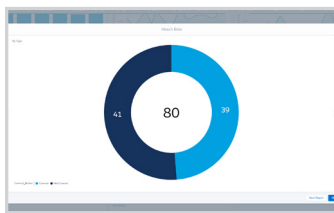### Monitor and measure the success of your service business

Each module of the ServiceMax service execution platform includes our Dashboards & KPIs, making data easily accessible, providing you with actionable insights, and alerting you to potential problems before they impede your growth, increase costs or lead to customer dissatisfaction.
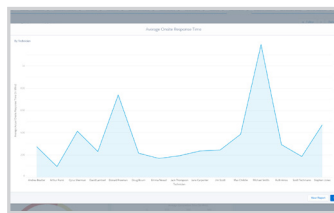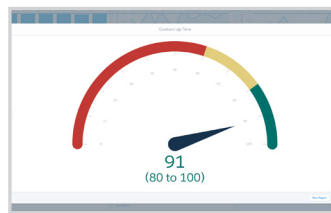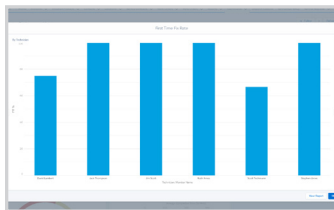

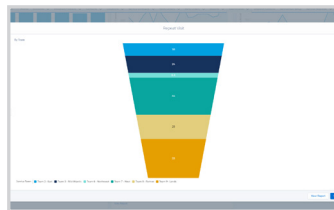Attach Rate

Average Onsite Response Time

Contract Up Time

Mean time between failures
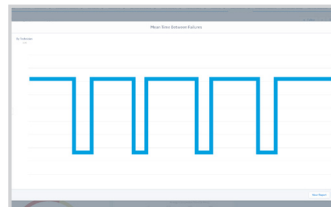

Repeat Visit

Mean Time To Repair

Utilization

Mean Time To Complete

Mean Time Between Failures

Nine proven, strategic **Service Performance Metrics** continuously monitor and measure the success of your field service business.

ServiceMax Impact

29% increase in employee satisfaction

25% increase in service revenue

20% decrease in Net Promoter Score

Benefits

- Increase the visibility across your service operations and get real-time insights on key indicators
- Boost decision-making with embedded dashboards and service performance metrics
- Benchmark and compare your service organizations' regions, territories, and product lines across time

Product Highlights

- Includes 20+ pre-built dashboards and 70+ pre-defined reports
- Features a set of nine configurable, built-in core service metrics
- Empowers business users with extensive self-service capabilities

Features

- Define and set up reports for any functional entity, such as work orders, technician skills or parts movement

- Allow business users to easily create and customize dashboards, reports, and charts

- Grant permissions and access control to any report or dashboard based on user roles

- Push any report or dashboard to a mobile device based on user roles and viewing restrictions

- Configure reports with simple and effective drag and drop, preview and filtering options

- Leverage your core service performance metrics, each with a corresponding dashboard and reports

- Capture snapshots of data trending over time

- Select the appropriate data fields for calculating metrics

- Manage different calculation methods for regions, departments, work order types, or teams

- Schedule and update metrics at preferred intervals

- Summarize all metrics by account

- Native to the Salesforce platform

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.