![ptc]

Entitlements

Achieve your service revenue ambitions with comprehensive warranty and contract management

servicemax®

Service revenue has never been more critical than today. Selling service gives manufacturers the opportunity to create new recurring revenue streams with a better margin than the products they sell. These service offerings can become the lifeblood of their business. All too often, manufacturers are held back by the complexity of managing a broad portfolio of warranties, service contracts and other offerings with customized entitlements.

Tracking and enforcing them at scale is a daunting challenge, can lead to leakage and amounts to a shaky foundation for your service revenue initiatives. More so, this prevents progress on the path to outcome-based services and advanced models such as equipment-as-a-service.

Never give service away for free

ServiceMax Entitlements empower customers to define and manage a wide range of service offerings for growing their service business. Part of the ServiceMax Core platform for field service management, it includes a rich set of features for comprehensive contract and revenue lifecycle management. For field service organizations committed to reducing their revenue leakage, shoring up their revenue platforms, and investigating new revenue models, ServiceMax's entitlement engine is a must.

Leverage existing Service Contracts

Manage your Service Plans with configurable components

Quickly create Service Contracts

ServiceMax Impact

21% increase in contract renewal rate

25% increase in service revenue

20% increase in Net Promoter Score

Benefits

- Improve administrative efficiency and reduce inaccuracy in contract creation
- Reduce errors and guesswork with automated entitlements
- Minimize revenue leakage with complete visibility into warranty and contract commitments
- Increase upsell and revenue growth opportunities with quoting and proforma invoicing
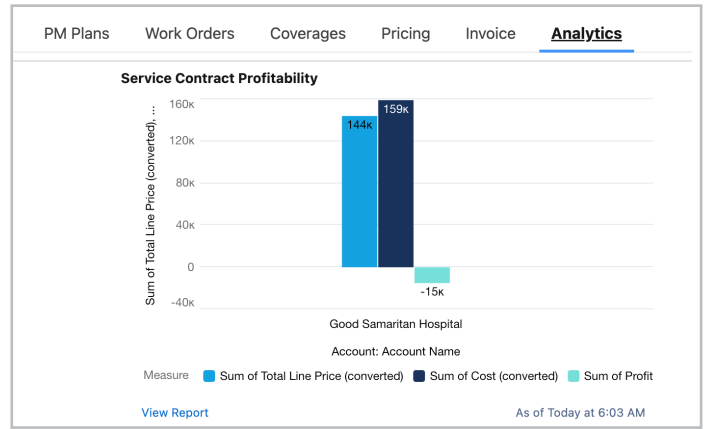
Product Highlights

- Manage the compete warranty and service contract lifecycle
- Complete visibility into warranty and contract commitments for all service stakeholders
- Enable detailed insight into specific SLAs, detailed pricing, or applicable discounts promised to service customers.
- Extend robust quoting and automated proforma invoice creation to the field for immediate contract and service billing

Access service work history

Understand contract profitability

Features

Contract Creation

- Leverage Service Plans and templates to create tailored service contracts
- Define service level agreements tiers with defined response and resolutions times
- Develop service contracts that can include SLA tiers, parts and labor pricing, and additional services
- Include multiple labor pricing options: fixed price, minimum labor charged, rounding time charged
- Incorporate multiple parts pricing rules such as volume-based discounts
- Include support for metered services via counters to track remaining benefits available

Contract Execution

- Automate entitlement check and verification based on product, location, named contact, and consumed or available services
- Manage multiple types of coverage for a single installed product, Location, or Account
- Confirm an entitlement has been assigned to a Work Order via auto-entitlement

- View SLA clocks and counters to keep track of contract commitments
- Extend access to warranty and contract details to other stakeholders via the customer or partner communities
- Enact support for proactive maintenance templates with required parts and task lists
- Extend full contract detail and insight to field technicians for online and offline access
- Enable onsite quoting and proforma invoice generation for quoted services

Contract Renewal

- Leverage prebuilt dashboards to measure customer spend and contract profitability
- Draw on embedded reports to track upcoming warranty expirations and contract renewals
- Benefit from automatic service contract renewals
- Manage the service contract lifecycle – quote, activate, renew, and cancel

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.