

Educating the People Behind Intelligent Technology



Servigistics Training empowers people to translate advanced technology into measurable outcomes.

Servigistics is known for its unmatched depth of capability, a powerful engine for service parts optimization trusted by the world's leading manufacturers. Years of experience attest that the most advanced technology achieves its full potential when the people using it are equipped with the confidence, context, and skill to apply it effectively.

That's where Servigistics Training makes the difference. **While the Product team sharpens the technology, the Training team sharpens human**

intelligence, bridging the gap between AI-based software optimization capabilities and human expertise to unlock extraordinary results. Training Designed for Real-World Impact.

Every Servigistics training engagement is tailored to the client's environment, maturity, and business objectives. Sessions range from overviews and user acceptance training to advanced workshops on specialized topics, such as Performance Analytics & Intelligence (PAI), Enhanced Supply Chain Modeling (ESCM), and more.

No two sessions are identical. Some clients host immersive, hands-on classroom sessions at their facilities, while others participate virtually in dynamic, instructor-led environments. Regardless of format, each program is built around one goal: helping participants understand not just *what* Servigistics does, but *why* it does it — and how to harness that intelligence to drive measurable outcomes.



The Human Element Behind Servigistics Training

Behind every successful training engagement is a team of experts who combine technical mastery, learning best practices, and a passion for teaching.

- **Brent Norton**, a gifted communicator with a background in learning design and instructional development, is known for turning intricate algorithms and service theories into meaningful narratives that “click” for participants. His passion for teaching and admiration for technology inspire others to confidently embrace new tools.
- **Ava Buechel**, with a background in retail and marketing, excels at linking Servigistics functionality to real-world decision-making, customer experience, and measurable business value. Her communication style helps users understand not only what the system does — but how it drives better outcomes.
- **Thea Zydek**, whose experience leading help desk teams and teaching retail concepts at the University of Wisconsin–Madison gives her a unique ability to troubleshoot, explain, and simplify complex systems. She distills optimization concepts and technical functionality into clear, approachable lessons that help participants connect the “how” and “why” of Servigistics.
- **Tristen Elejorde**, who brings experience as a Logistics Management Specialist in the U.S. Air Force, designs and curates the documentation, exercises, and materials that make each training session interactive, relevant, and enduring. His operational insight helps connect classroom learning to real-world logistics execution.

Together, this team creates a learning environment that’s empowering and educational, while combining technical rigor with human warmth and curiosity.



The sessions are always practical, engaging, and relatable. We always leave the sessions with a deeper understanding of how the system thinks and how to use that insight immediately in our daily work.

– Christie Hulgan,
Planning Manager, Komatsu



Our job isn't just to teach the software, it's to help people see how their decisions shape performance, and how Servigistics amplifies their expertise.

– Brent Norton,
Senior Manager, Servigistics Education Development

In one recent engagement, a client team participating in End User Training gained a deeper understanding of how Servigistics algorithms balance cost, risk, and service levels across a global network with advanced Multi-Echelon Optimization (MEO). Equipped with that insight, planners were able to clearly explain to leadership *why* the system recommended specific stocking strategies and investment levels. This transparency not only built trust in the technology but also strengthened executive confidence in the team's decisions. The ability to interpret and articulate Servigistics recommendations in business terms is critical, ensuring every outcome is understood, explainable, and aligned with organizational goals. As one participant reflected, *"Once we understood the logic behind Servigistics' optimization recommendations, we could speak the same language as leadership, which turned analytics into action and insight into influence."*

A Typical Training Experience

Clients often describe Servigistics training as immersive, energizing, and collaborative. The sessions blend demonstration with discovery, walking users through real business scenarios, engaging them in exercises, and encouraging dialogue between planners, analysts, and leadership teams.



Our passion for teaching and admiration for technology fuel everything we do. It's a privilege to help our clients unlock new levels of performance and confidence in Servigistics — there's truly no greater satisfaction than seeing their success.

– Thea Zydek,
Solutions Implementation Consultant



Participants practice core tasks, including reviewing forecast exceptions, adjusting optimization parameters, and interpreting system recommendations. They also explore *why* the system makes certain recommendations, deepening their understanding of the logic behind the algorithms.

Servigistics Training is intentionally flexible, designed to deliver value at every stage of a client's journey. Training engagements include Kickoff training, which often occurs before user acceptance testing (UAT) to help teams familiarize themselves with the system and prepare them for testing ahead of go-live, thereby building operational readiness. Additionally, training may be

provided after implementation to deepen adoption, or following an upgrade or new release to introduce new capabilities. Each session reinforces confidence and competence at the moment it's most needed, ensuring that organizations continue to evolve alongside the technology. As one client described, *"By immersing ourselves in the tool before go-live, we set the stage for maximum ROI. The training gave us the perseverance and clarity to hit the ground running. We also notice a measurable team-building effect in completing the training together."*

Whether in-person or virtual, the atmosphere is collegial and interactive, characterized by **focused learning, hands-on exploration, and collaborative problem-solving**. Participants work through practical in-tool

exercises that mirror real-world scenarios, fostering both individual mastery and shared understanding. By the end, users not only know how to operate Servigistics; they also understand how to think strategically within it.

Focus on Client Value

Servigistics Training acts as a catalyst for capability, transforming knowledge into measurable business value. Clients who invest in structured Servigistics training consistently see higher confidence, stronger system adoption, and greater return on investment. Over time, those gains translate into tangible operational outcomes, including improved equipment uptime, optimized inventory performance, and enhanced cash

flow. The result is not just a more capable team, but a more profitable and resilient organization. As one client put it, "We see ourselves as major contributors to our company's bottom line. When we pursue Servigistics training and process improvements, it isn't a checkbox; it's an intentional investment in expanding the value we deliver to the business."

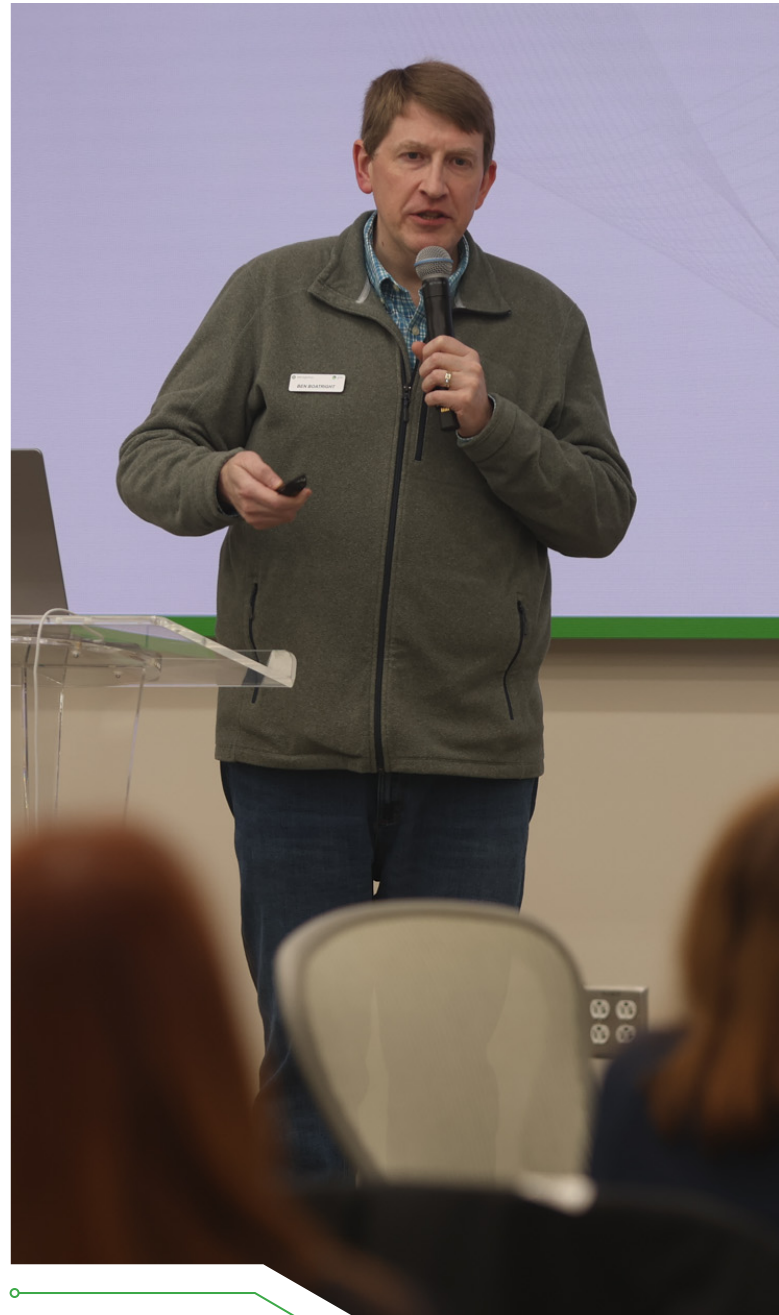
After training, planners feel empowered to interpret data, leverage advanced features, and trust the system's recommendations. Teams develop shared language and best practices, resulting in smoother coordination between planning, procurement, and service operations. In a recent training engagement, Servigistics comprehension and confidence increased significantly by 68%.



Training empowered our team to harness the Servigistics planning tool, with its unified dashboard view driving improved visibility, faster decision-making, and measurable gains in planner productivity.

– Jeremy Goodhue,
Planning Manager, Axcelis

Ultimately, training bridges the gap between Servigistics' unmatched technical sophistication and the everyday human decisions that drive its success. **The product team sharpens the technology; the training team sharpens the people who use it. Together, they elevate the collective intelligence of the organization.**





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AI-based optimization can seem intimidating until you see what's possible — and how intentionally it's been designed. We love helping clients gain confidence with Servigistics' advanced data science and watching them move from curiosity to mastery. They quickly see how our training streamlines their workflow and empowers them to focus on what matters most — making smarter, more strategic decisions that drive real impact across their network.

– Ava Buechel,
Principal Solutions Implementation
Consultant

Combined Intelligence: Where Technology Meets Humanity

Servigistics represents the pinnacle of industrial AI, yet its greatest power emerges when paired with the human intellect behind the screen. The partnership between technology and people creates what clients often refer to as “collective intelligence”: a synergy where advanced algorithms meet expert judgment, producing results that are greater than either could achieve alone.



The training helped us see the human side of AI, how our insight and experience work hand in hand with Servigistics to deliver the best outcomes.

– Servigistics Client
Automotive Truck OEM

That's the essence of Servigistics Training. It's not just about learning the system; it's about mastering the art of collaboration between human expertise and machine intelligence to deliver peak performance.

Setting the Standard for Service Supply Chain Learning

Servigistics Training has become the benchmark for

how organizations build capability and confidence in advanced service optimization.

"It's a privilege to work alongside such talented colleagues across Training, Product, and Services and to partner directly with the world's leading organizations using Servigistics," said **Norton**. "Every engagement reminds us that when expertise, innovation, and collaboration come together, we don't just teach a solution — we help shape the future of service excellence."

Through immersive, expert-led education, Servigistics Training turns complex theory into confident, data-driven practice, empowering people to achieve extraordinary results. Because when technology and human intelligence grow together, **service excellence isn't just a goal; it's the outcome.**

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