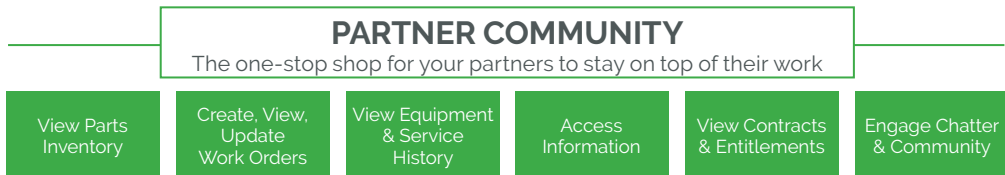


# Contractor Management with ServiceMax Partner Community

Leverage third-party technicians to boost the agility of your service business



For all the outsourcing goals you have set out to achieve, your contracted partners are your direct line to the customers. To be optimally prepared for their jobs, and to hit their SLA goals, your contractors must be current on work orders, parts, service and equipment history, entitlements, and documentation. Third-party technicians also need to communicate with you and each other in case problems arise.



## ServiceMax Impact

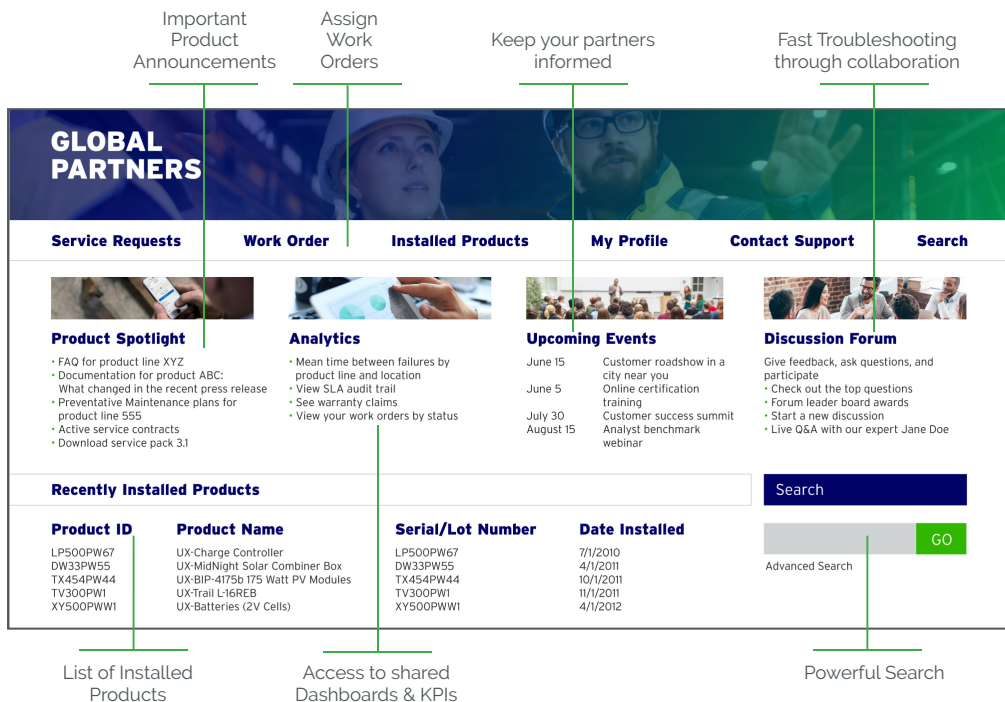
20% increase in customer satisfaction

23% increase in technician productivity

14% decrease in service cost

## Outsource work and deliver top services to your customers

The ServiceMax Partner Community module makes your service channel transparent and lets you securely share information with your partners, empowering them to deliver great service on your behalf. Your contractors can look up just about anything: product information, available parts, service contracts and warranty details.



## Benefits

- Get real-time visibility into partner operations
- Deliver consistent service levels and improve your profit margins
- Hold your contractors accountable

## Product Highlights

- Seamless integration with ServiceMax platform
- Secure sharing of a subset of features and data
- Full portal customization to reflect your brand



Always know how your partners are stacking up with the partner management dashboard

## Features

- Quickly implement a partner portal that is fully integrated with your application
- Customize the portal to reflect your brand
- Create as many partner communities as you need, and manage them centrally
- Assign work orders to partner companies, individual 3rd-party engineers, or a pool of contracted and qualified technicians
- View and update existing work orders
- Upon assignment, partners will see their work orders in the portal and must accept or reject them within a given timeframe
- Utilize built-in sharing rules to securely and efficiently share information across partners, currencies, languages, and locations
- Allow partner teams to view work orders, inventories and entitlements, create time and material details, and complete and debrief work in the field Interact with third-party technicians at job site to quickly resolve any potential issues
- Provide partners with mobile apps to make their field workforce more productive
- Let your contracted partners search for historical work orders or filter them by status
- Enable your contractor's field technicians to generate new work orders for follow-on jobs,
- determine the maximum cost per work order, and implement corresponding approval workflows
- Give your partners insights into customer entitlements, and help them increase their billable time and new contract sales
- Provide partners with the same information as your own workforce to ensure that parts are accounted for and work is completed efficiently
- Keep your partners aware of changed parts, updated configurations, or new equipment calibration
- Safeguard your community with proven security technology from Salesforce
- Consolidate your communication in one location and apprise partners of new service policies, procedures, upcoming events, training, or certification programs
- Define service partner resources, personnel, and availability to manage schedules and assign work orders
- Maintain different communities for multiple partners or enable role-based permissions to securely share information across partners
- Leverage prebuilt dashboards and reports for real-time visibility into your partners' activities, and share real-time performance insights with them

## 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.

