

TOP 5 BARRIERS TO ACCURATE SERVICE INFORMATION

The following challenges hurt service efficiency and prevent issues from being resolved quickly.

OUT OF 100 SERVICE LEADERS:

1

43% Need to search multiple locations to gather all required information

2

37% Report changes made during production are never documented

3

32% Say information is not structured in an intuitive way for service

4

27% State inherent complexity makes it difficult to understand how product changes impact service

5

30% Reveal that documented service procedures are not accurate / conflict

THE BUSINESS COST OF THESE CHALLENGES:

54% Report poor customer satisfaction

46% Experience extended down time

45% Endure higher service labor costs

43% Suffer damaged service and brand reputation

AVOID THESE CHALLENGES by using software that automatically derives service information from engineering data.

SAVE 25% OF YOUR TIME by linking engineering information to service.

MAKE YOUR INFORMATION:

CONTEXTUAL:

Filter your customers' specific configuration for the task, making the information **easy to find**.

GRAPHICAL:

Access 3D CAD models linked to the engineering information making it **simple to understand**.

ASSOCIATIVE:

Engineering changes automatically cascade, making service information **trustworthy**.

By transforming the engineering BOM to a service BOM, you will save time, reduce the length of service visits, and have happier customers.

DOWNLOAD

THE SERVICE TRANSFORMATION JOURNEY

Success Stories for Transforming the eBOM to sBOM

TO LEARN MORE

Data from Tech-Clarity's 2017 Service Survey

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