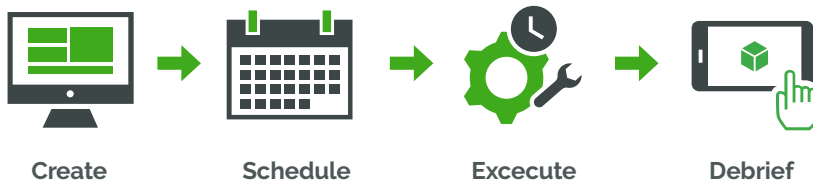


# Work Order Management

Drive workforce efficiency by digitizing your complete work order and scheduling process



Managing work orders is at the heart of every field service operation and even though the use of paper-based processes, spreadsheets, and disconnected systems is still widespread, this approach is error-prone and time consuming. To grow your business, delight your customers, and reach your service goals, digitizing your work order processes end to end is key.



## ServiceMax Impact

25% increase in service revenue

22% increase in technician utilization

15% increase in first time fix rate

## Manage work orders through all stages

Work Order Management is a functional area of the ServiceMax Core platform, natively connected to other platform records such as Installed Base, Contracts, Accounts, Contacts, and Parts. Work Order Management enables you to plan, assign, and execute field service activities tied to an asset for install, break-fix, preventive maintenance, and depot repair work.

## Benefits

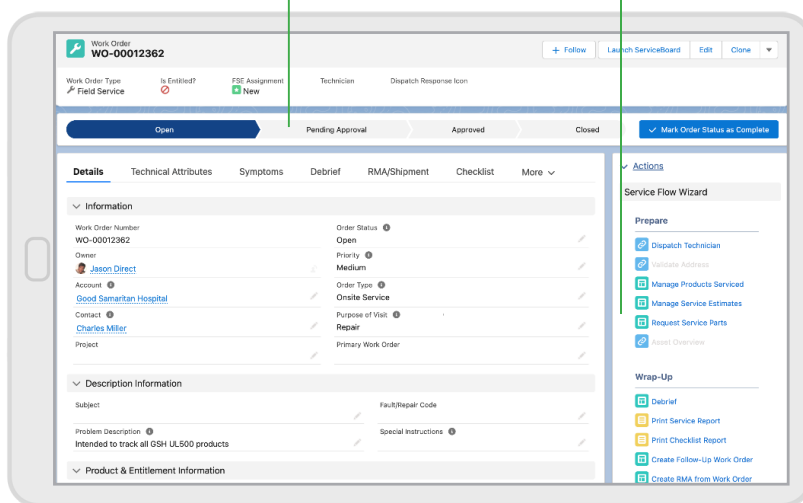
- Streamline and govern service processes
- Increase operational efficiency while increasing first-time fix rates and workforce utilization
- Improve dispatcher productivity

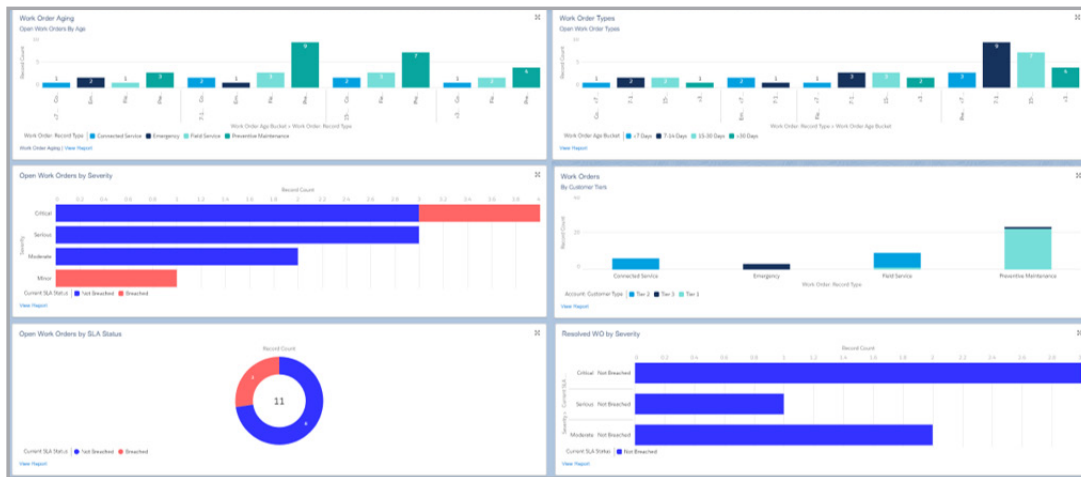
## Product Highlights

- Automated work order enrichment with data and logic
- Intelligent scheduling environment
- Mobile app with offline ability for field technicians
- Process automation via configurable, no-code service workflows

In-depth asset data is only 1 click away

Executable work order actions





Get real-time visibility into your service operations

## Work Order Creation

ServiceMax Core's WOM supports any work order creation process, whether automated, manual, from cases, customer requests, installed products, or triggered via API from an IoT-based system. This is how it works: Upon creation, work orders inherit data from the record they were created from. For example, when creating a work order from an installed product, the work order inherits information such as location and asset details.

## Work Order Scheduling

To get work orders ready for scheduling, the system enriches them with additional information and applies a rules-based engine that is driven by multiple criteria such as duration, SLAs, preferred tech, skills, and more.

## Work Order Execution and Debrief

When a truck roll is warranted and technicians dispatched, they are notified via [ServiceMax Go](#), our industry-leading mobile app. ServiceMax Go accompanies technicians throughout the work order execution process in the field, making it easy for them to access work order information, capture job details, request parts, initiate returns, debrief, and much more. All work order processes and activities are orchestrated by Service Flow Manager, ServiceMax's no code automation tool for business administrators.

## Work Order Reporting

Service managers can leverage embedded [Dashboards and Reports](#) to measure service outcomes tied to an asset as well as track technician success metrics, such as utilization and mean time to repair.

## 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.

