ptc

LIVEWORX

A NEW ERA IN PRODUCT LIFECYCLE INNOVATION

SESSION ID: II1555PR

# ACCELERATING TIME TO VALUE USING NEW THINGWORX CAPABILITIES FOR SERVICE


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# ABSTRACT

New ThingWorx capabilities for Field Service teams enable improved time-to-value and lower the total cost of system ownership.

Learn how that new functionality simplifies deployment and maintenance while delivering lower costs and pathways to higher revenue

We are currently in field validation.  SCPA is available to all customers through a VRD

## Lora Estey

*Product Manager SCP Solutions*

## Anthony Moffa

*Sr. Director, Sales & Strategic Programs*

"There are risks and costs to a program of action, but they are far less than the long-range risks and costs of comfortable inaction."

John F. Kennedy

This is why implementing change is so difficult – it's comfortable to not change

# A PLAN OF ACTION…

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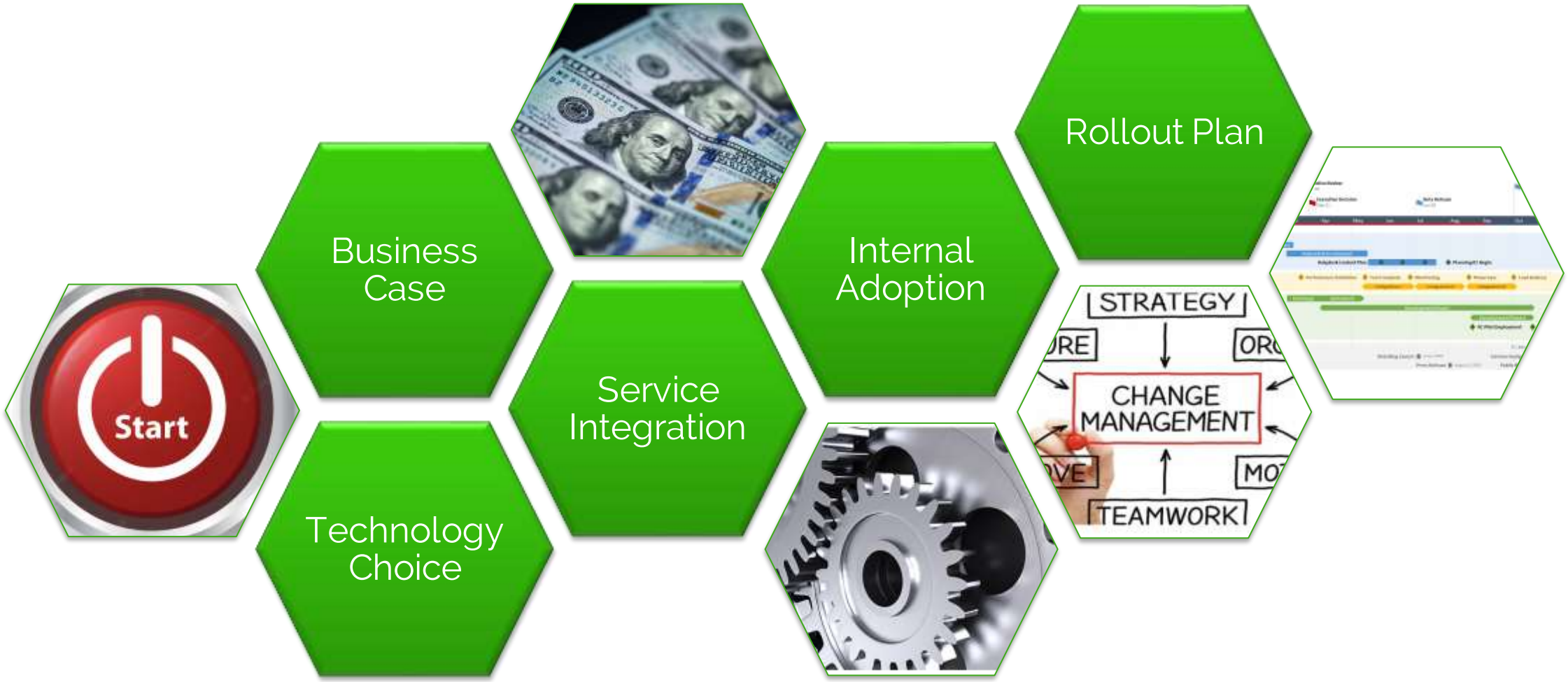


“In preparing for battle, I have always found that plans are useless, but planning is indispensable”

Dwight D. Eisenhower

“No campaign plan survives contact with the enemy”

Carl von Clausewitz

“Perfection is the enemy of progress”

Winston Churchill

# THE POINT…

Plan your change, but be prepared to adapt

Flexibility is the key to success

# NEW CAPABILITIES FOR SERVICE OPTIMIZATION

# BUSINESS CASE

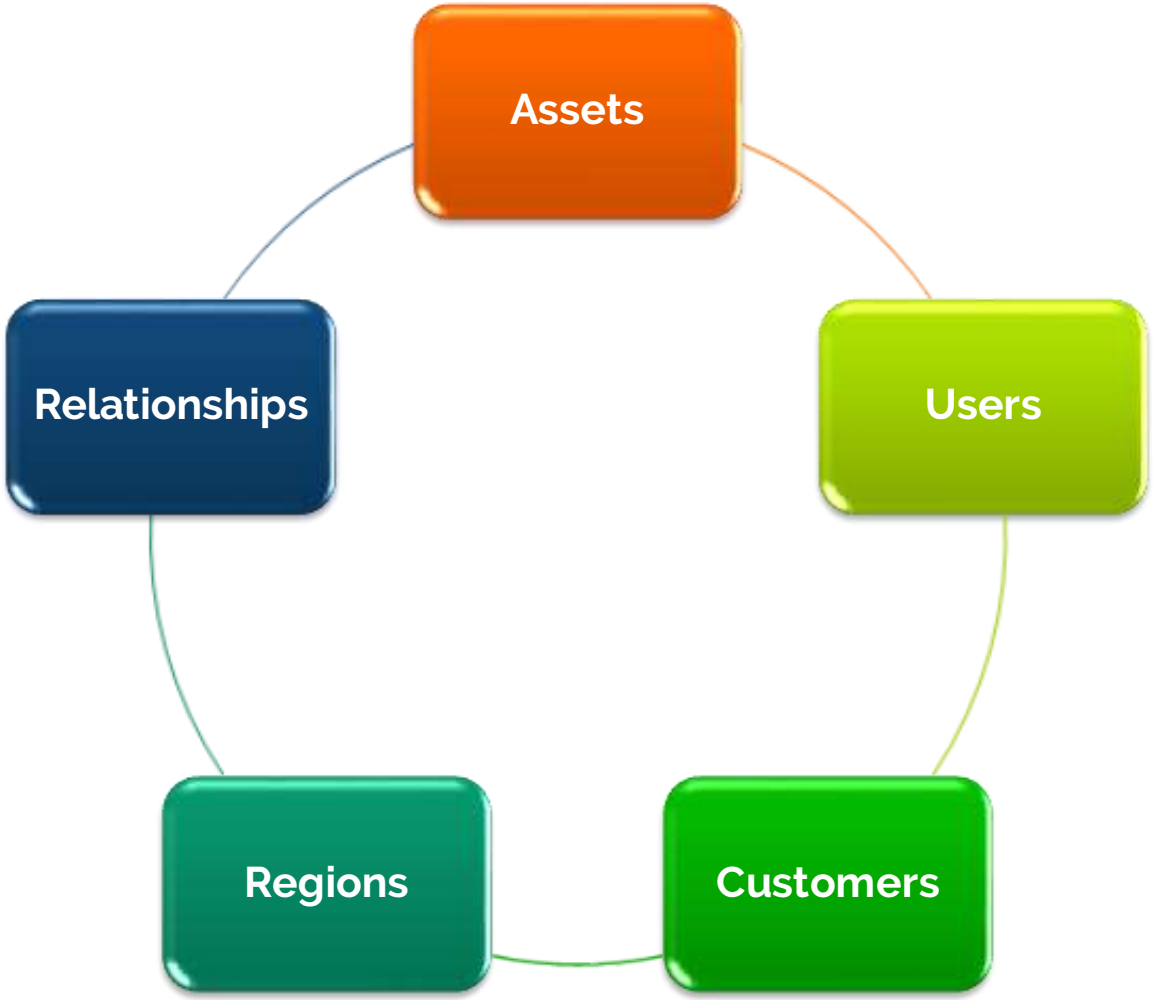
- **Premise** – IoT will have a positive impact on service operations
  - Reduced Dispatches & Mean Time to Resolution
  - Increased Customer Satisfaction, Revenue and Margin
- **Dependencies**
  - Integration into Service Operations
    - Expose Data & Information
    - Process Integration
    - Internal Use & Acceptance
  - External Acceptance
    - Hardware & Software Solution
    - Marketing
  - Return on Investment
    - A *f*(x) – x = Number of Connected Assets
    - A *f(t)* – Cost increases with duration of the rollout

# MAJOR INTEGRATION AND ROLLOUT ACTIVITIES

- Create a Digital Representation of your Thing
- Connecting Things
- Adding Individual Things to the Database
- Adding & Managing Users to the system
- Creating your Service Business Configuration
- Adding Customers into the Database and organizing them
- Organizing Assets & Customers

TWX now provides a fully functioning interface to accelerate these tasks

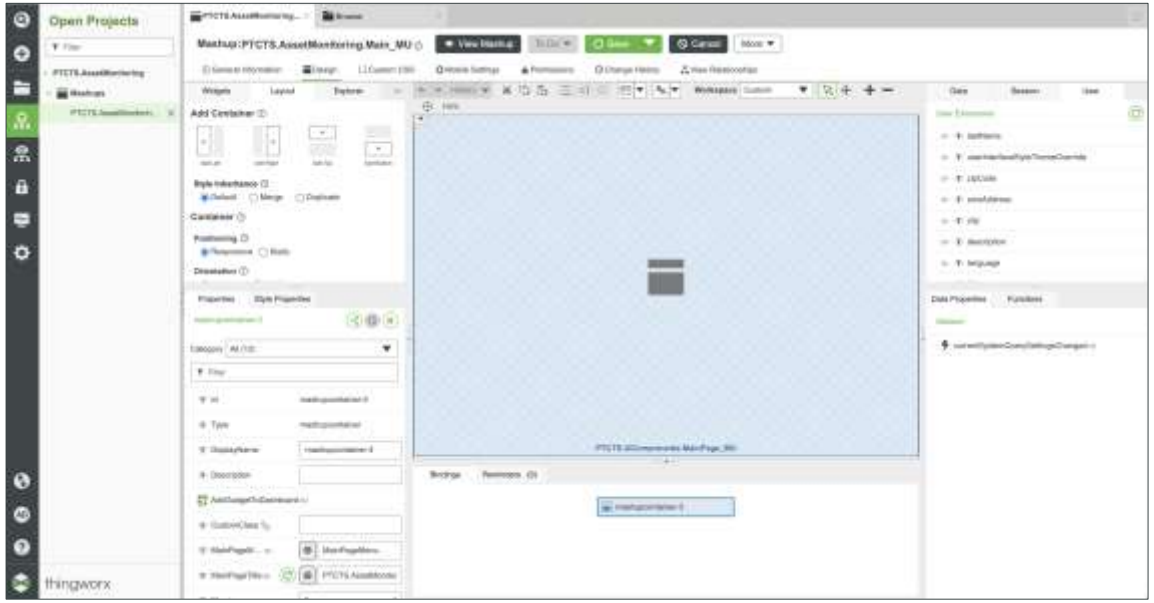
# ORGANIZE, CREATE AND ALIGN

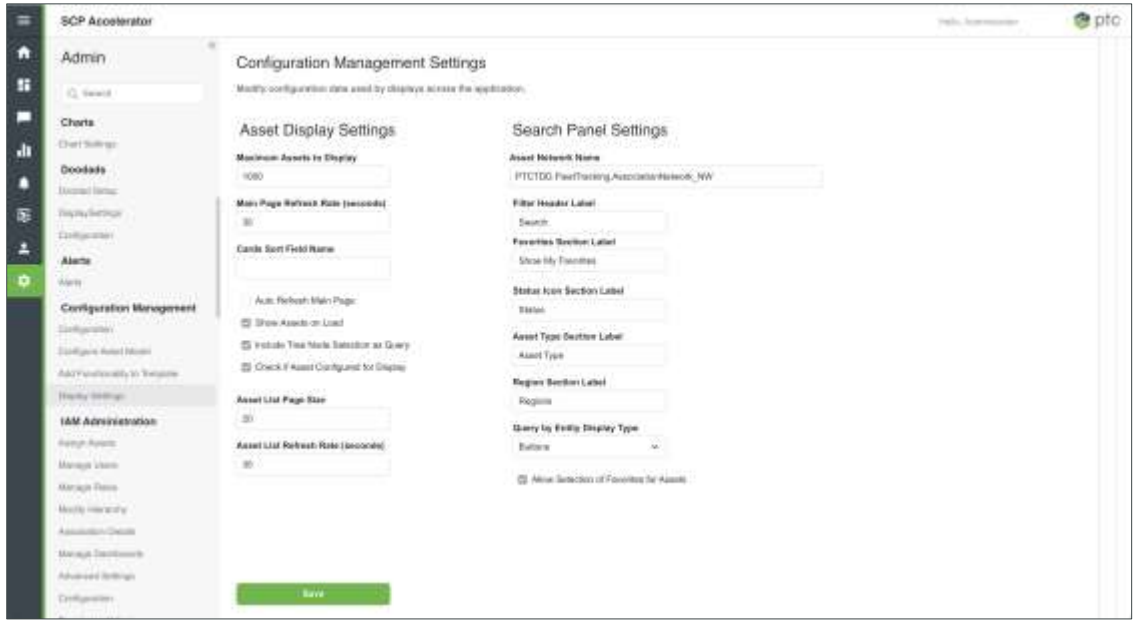



- Start with Asset Models
- Create & Connect Assets
- Add users to work with the assets
- Create customers (asset owners)
- Define Regions to organize assets
- Establish relationships:
  - Users – Regions
  - Users – Assets/Asset Classes
  - Customers – Assets
  - Assets - Regions

The order is somewhat flexible, but all the steps are necessary

# IN A PLATFORM YOU START WITH DESIGN…




## With solutions you *fast forward* to CONFIGURATION

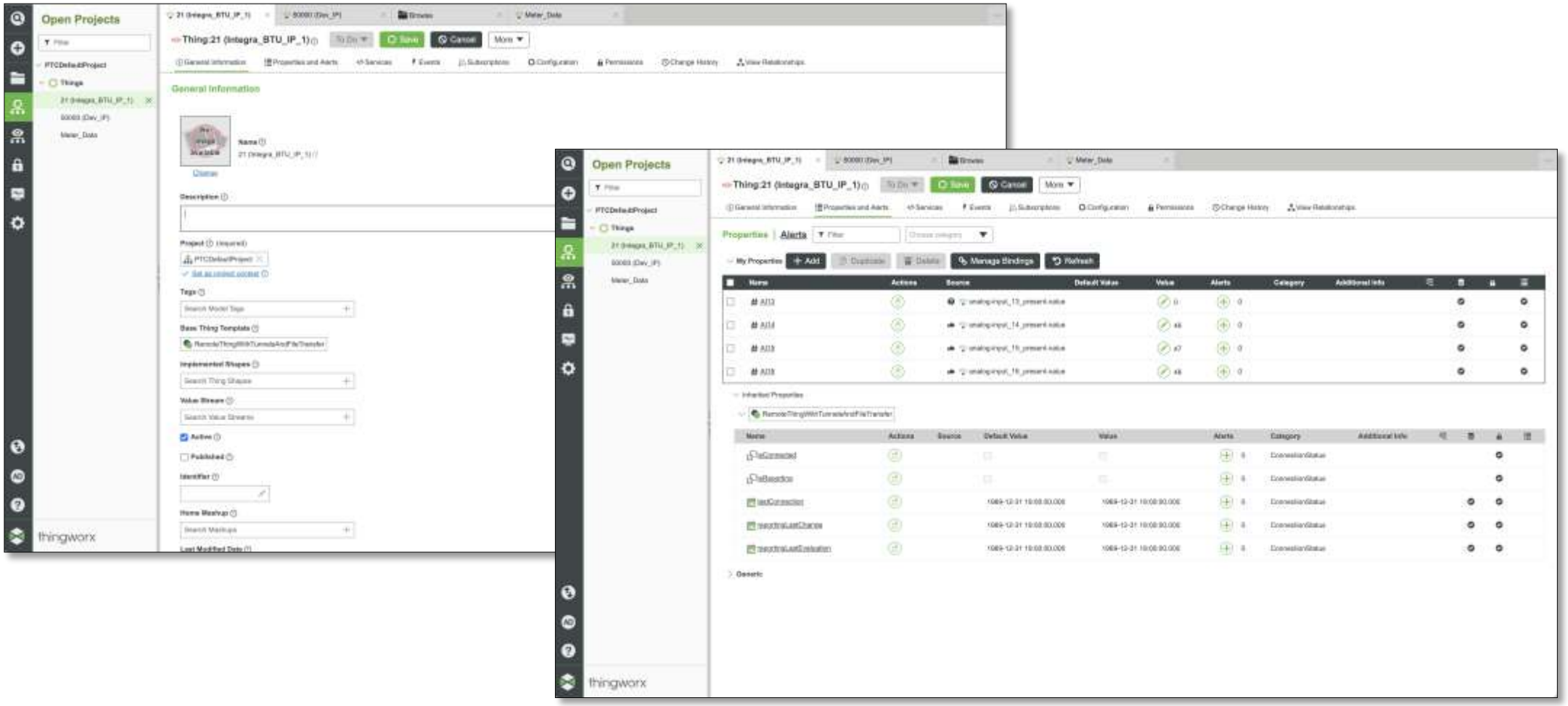
# KEY SERVICE USE CASES

- Where are the assets we support
  - Thing Template & Properties
  - Select which properties to display
  - Customize your menu options
  - Customize your display pins
- Organize Assets
- Create User Roles
- Create Users
- Assign Users to Roles & Regions
- Which Assets need attention
  - Properties we need to monitor
  - Properties that highlight issues
- Diagnose an issue
  - Historical data
  - RAC
  - Chalk
- Resolve an Issue
  - RAC
  - Chalk
  - SCM
- Customizations to the UI

# KEY USE CASE - WHERE IS MY STUFF?

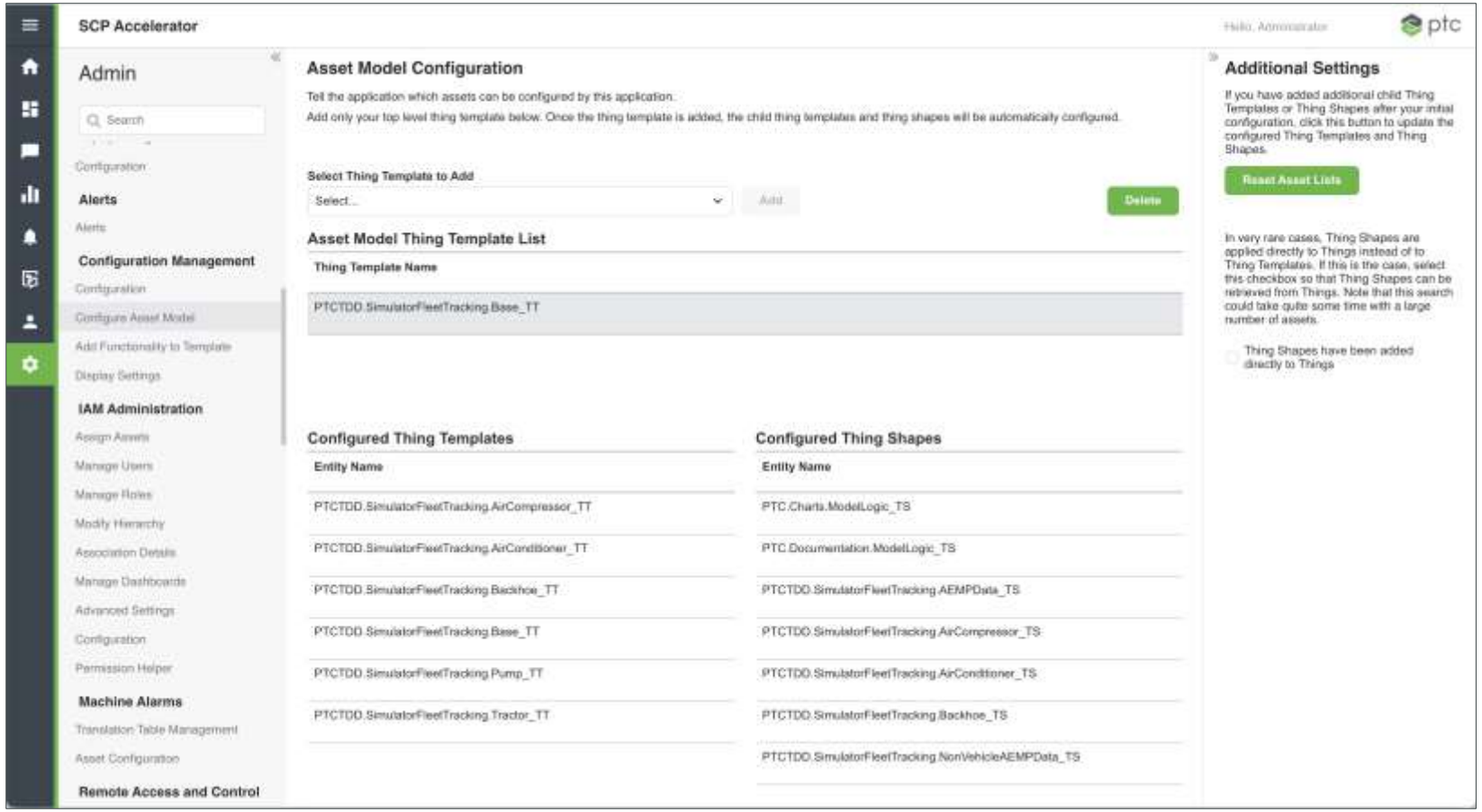
Before we can see them here, we need to add them to the system

# 1A) CREATING A THING TEMPLATE (COMPOSER)



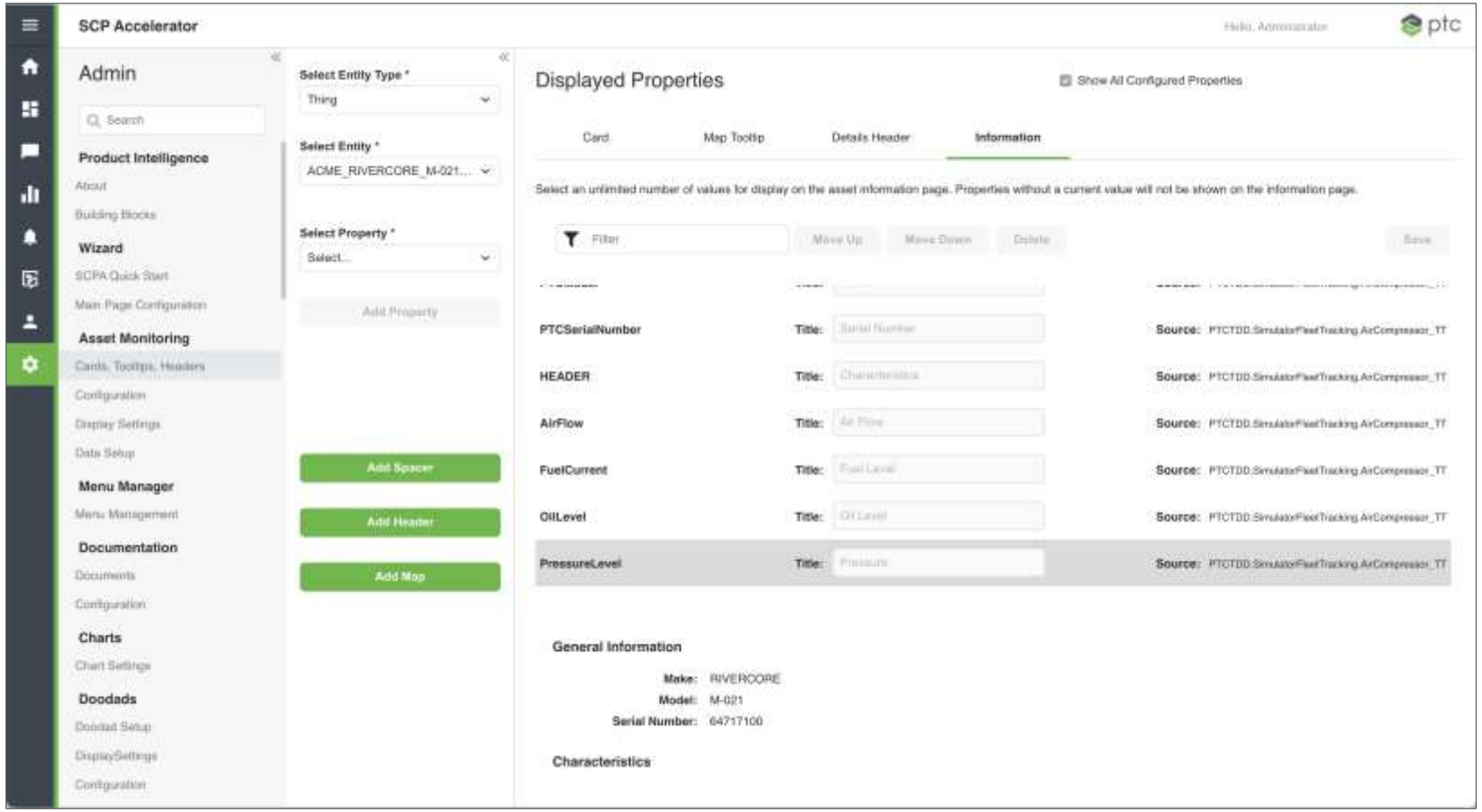

This is the only activity that requires access to Composer

# 1B) SELECTING A TEMPLATE & PROPERTIES (SCPA)



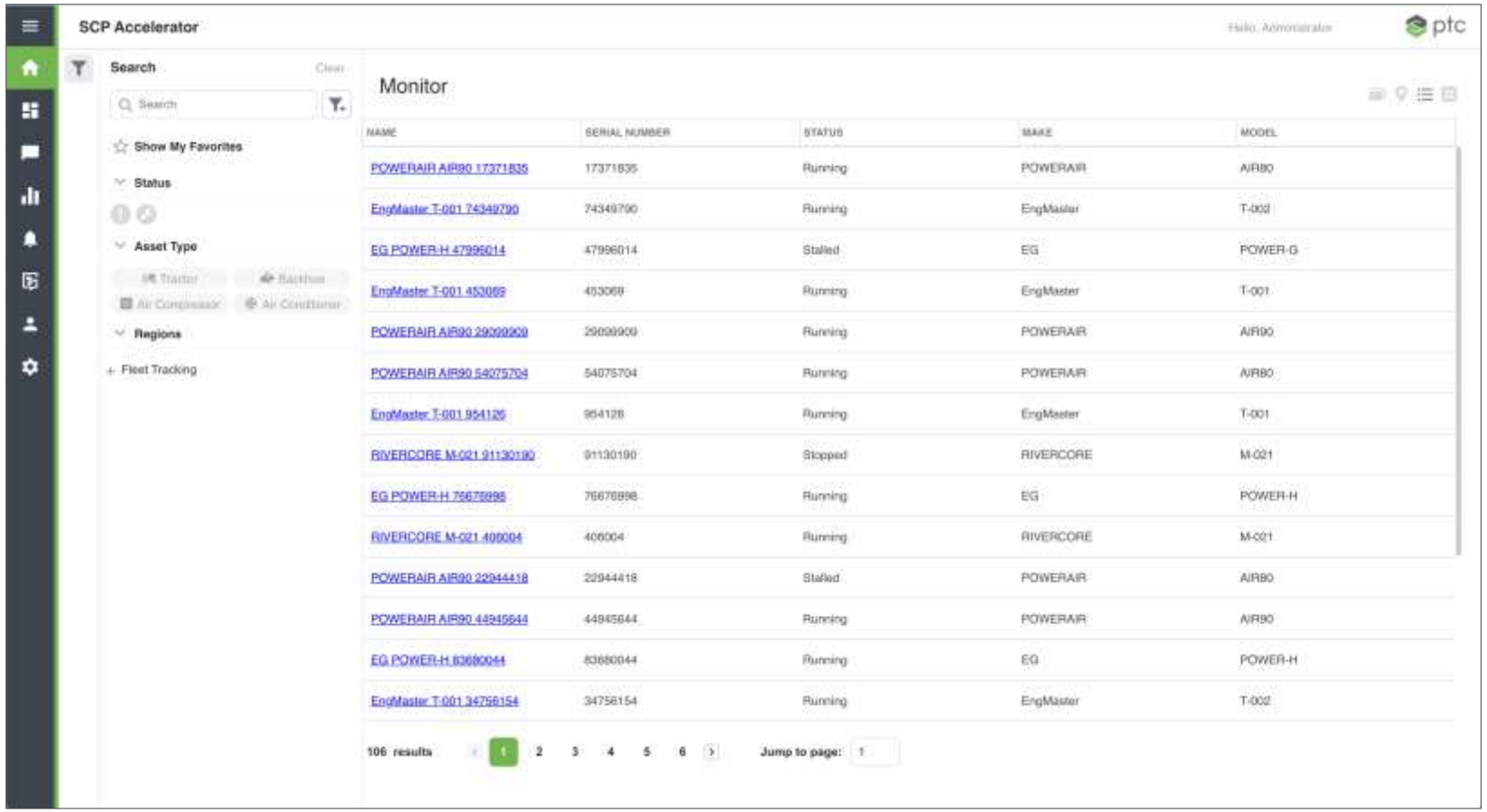

Add a class of assets using a top-level Thing Template

# 2) SELECT PROPERTIES TO DISPLAY (SCPA)



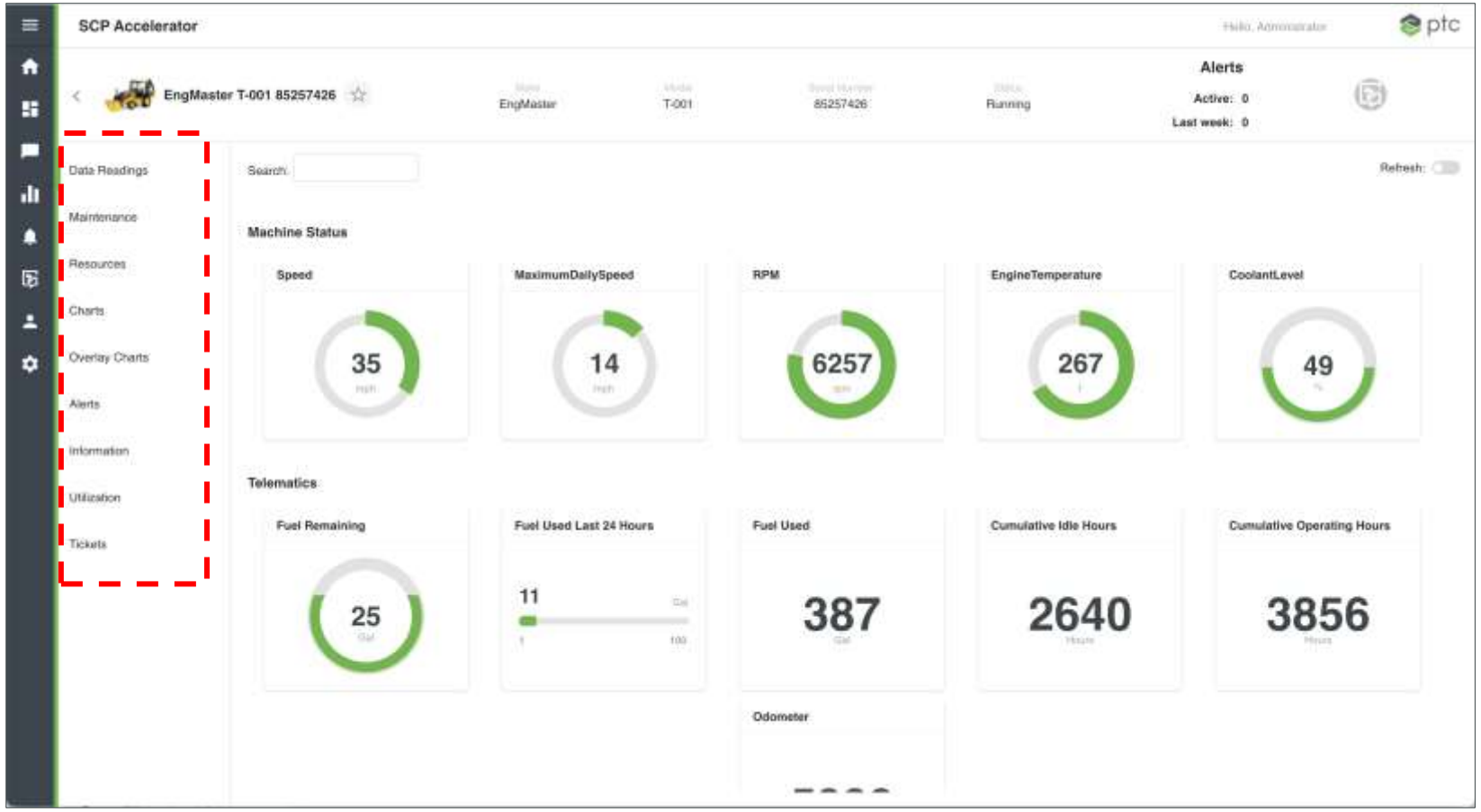

Identify the Properties you want to display for the Asset Class

# RESULT

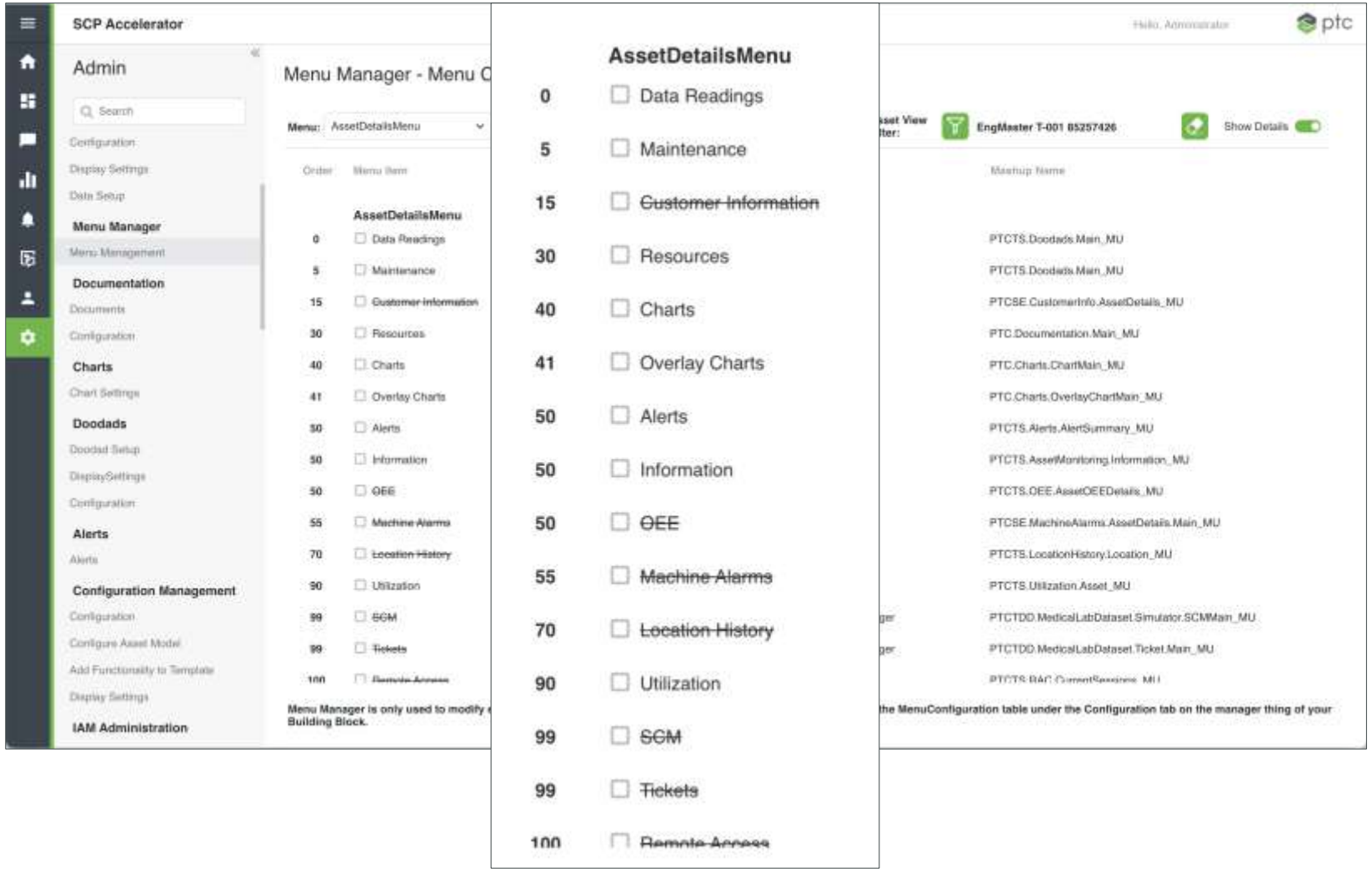



At this point, we have a list of accessible assets

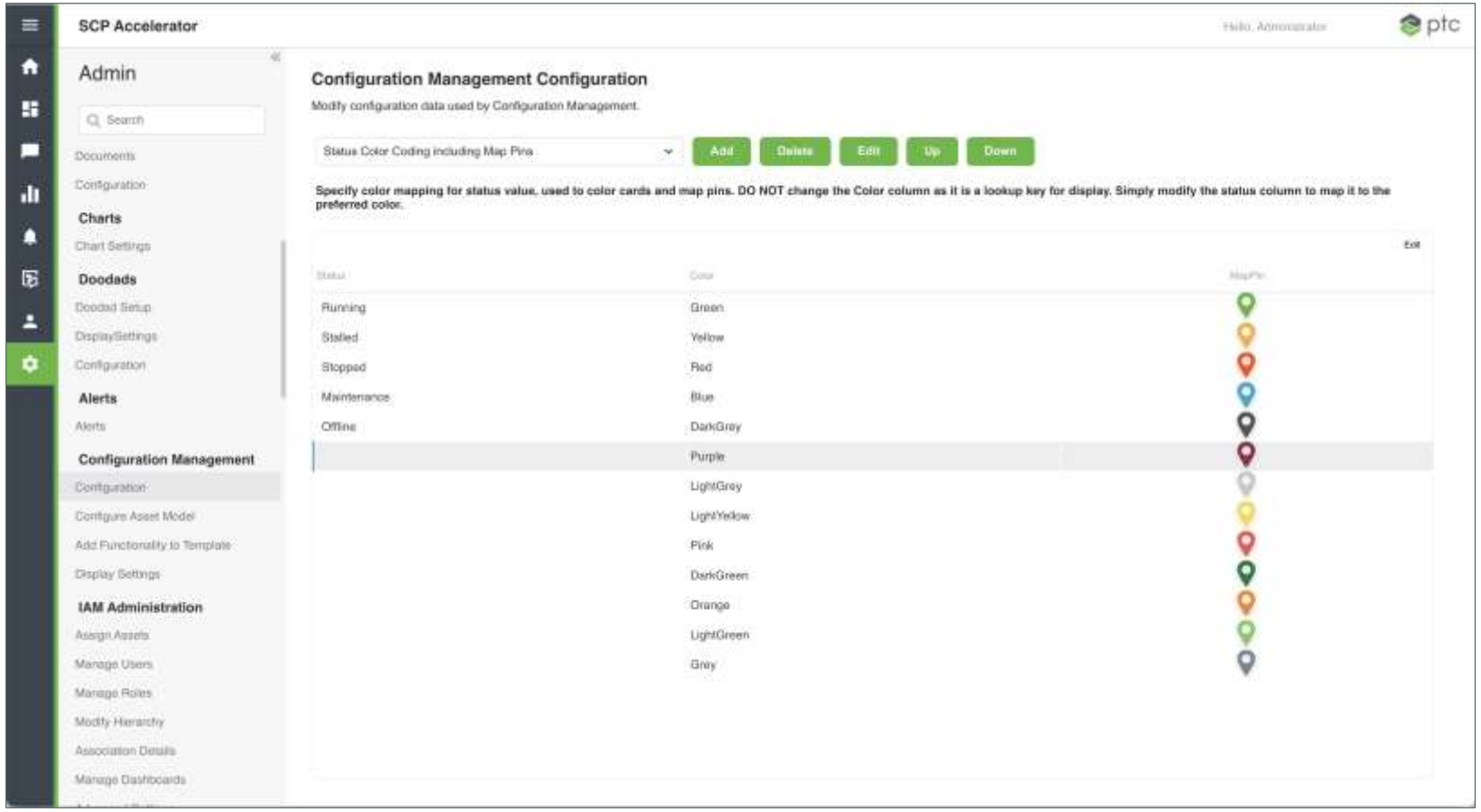
# DISPLAY RESULTS (SCPA)



# 3) CUSTOMIZE YOUR MENU OPTIONS (SCPA)



# 4) CUSTOMIZE YOUR DISPLAY PINS (SCPA)



# KEY USE CASE – ORGANIZE ASSETS

## Your Customer

- Parent Company
  - Division or Child Organization
    - Geographic Region
      - Sub-region
        - Site Name

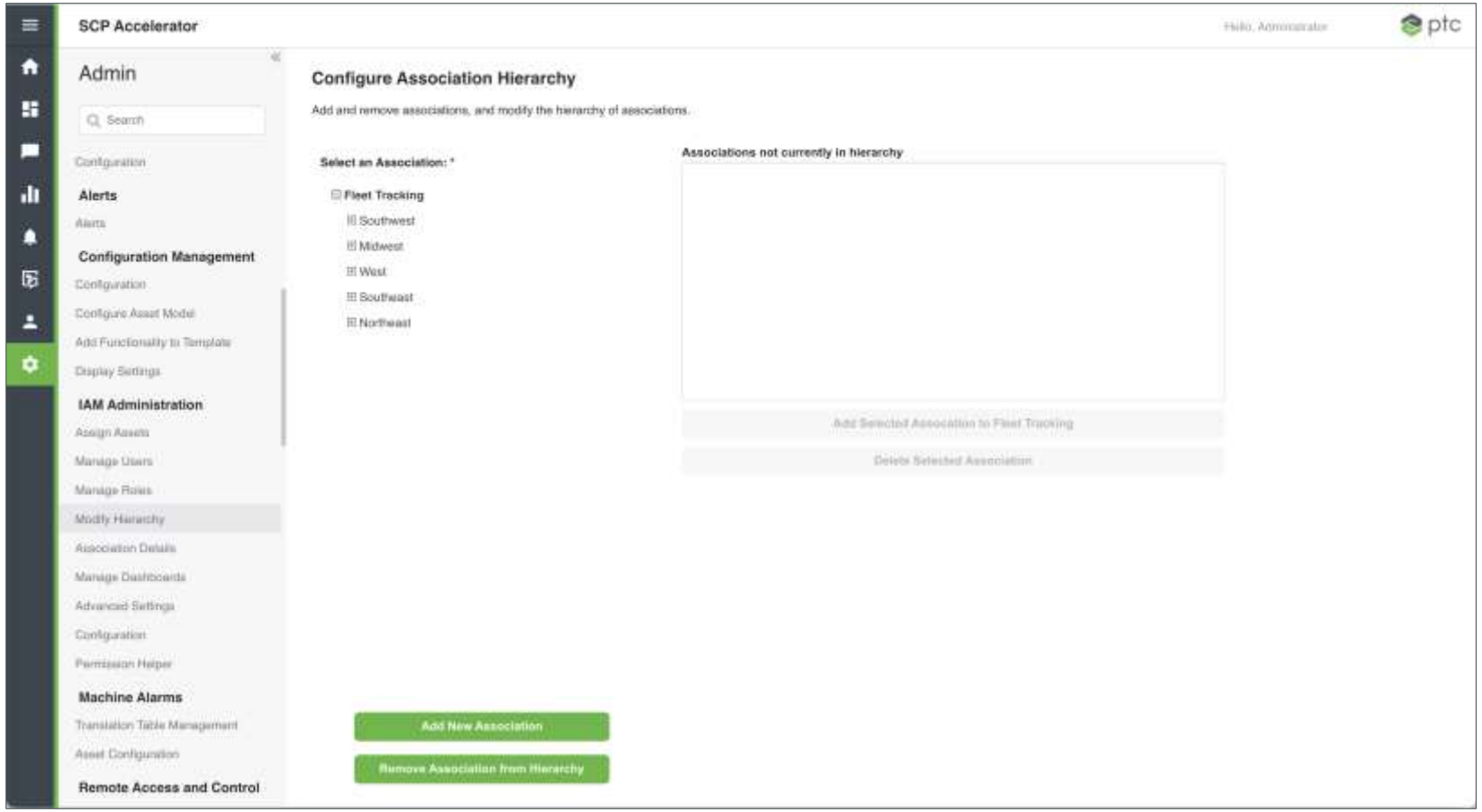
## Your Service Organization

- Division
  - Geographic Region
    - Sub-Region
      - District
        - Office

This is often a matrix, where customer sites cross the service organization

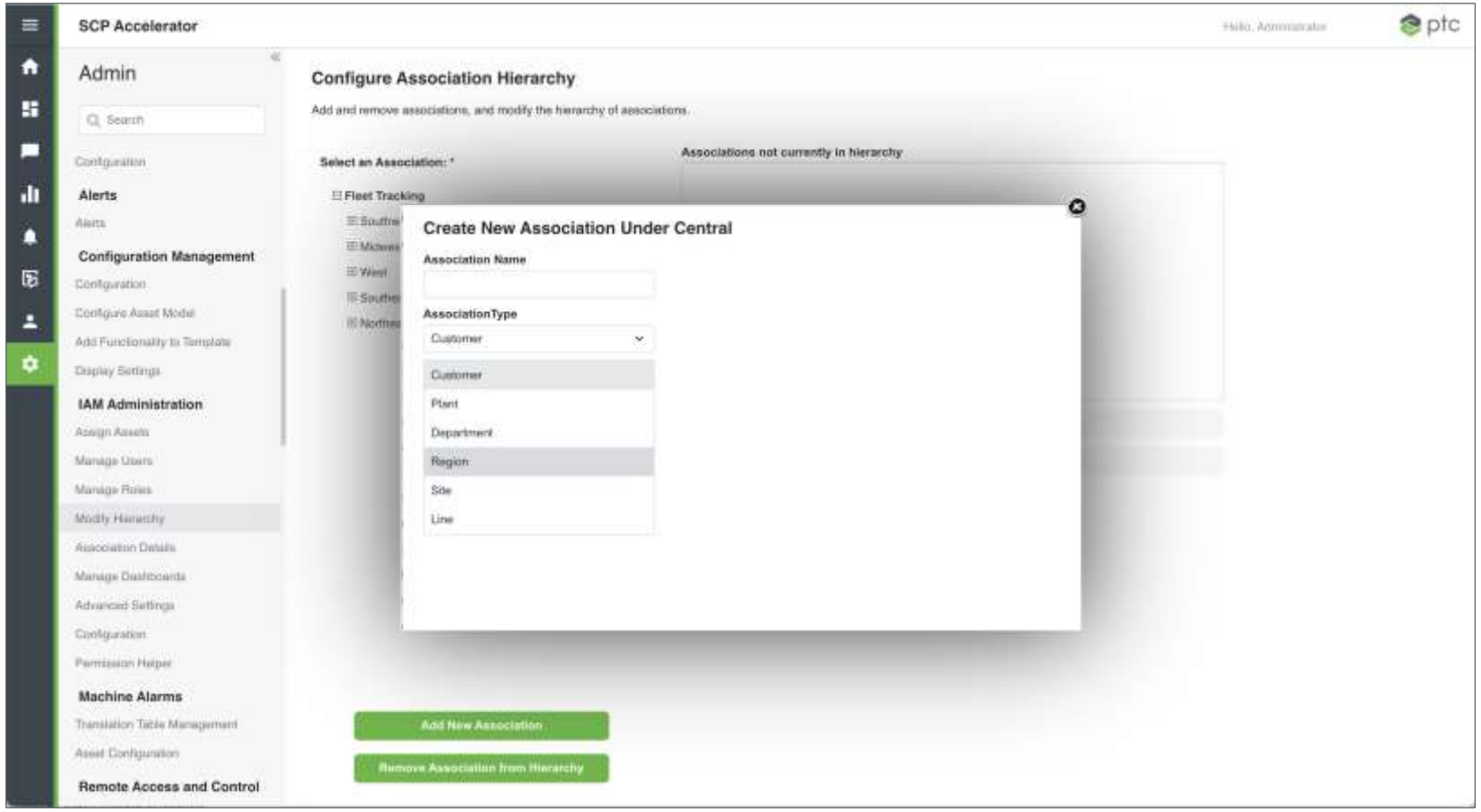
Now you accelerate to configure rather than design and build the network

# ADDING A REGION



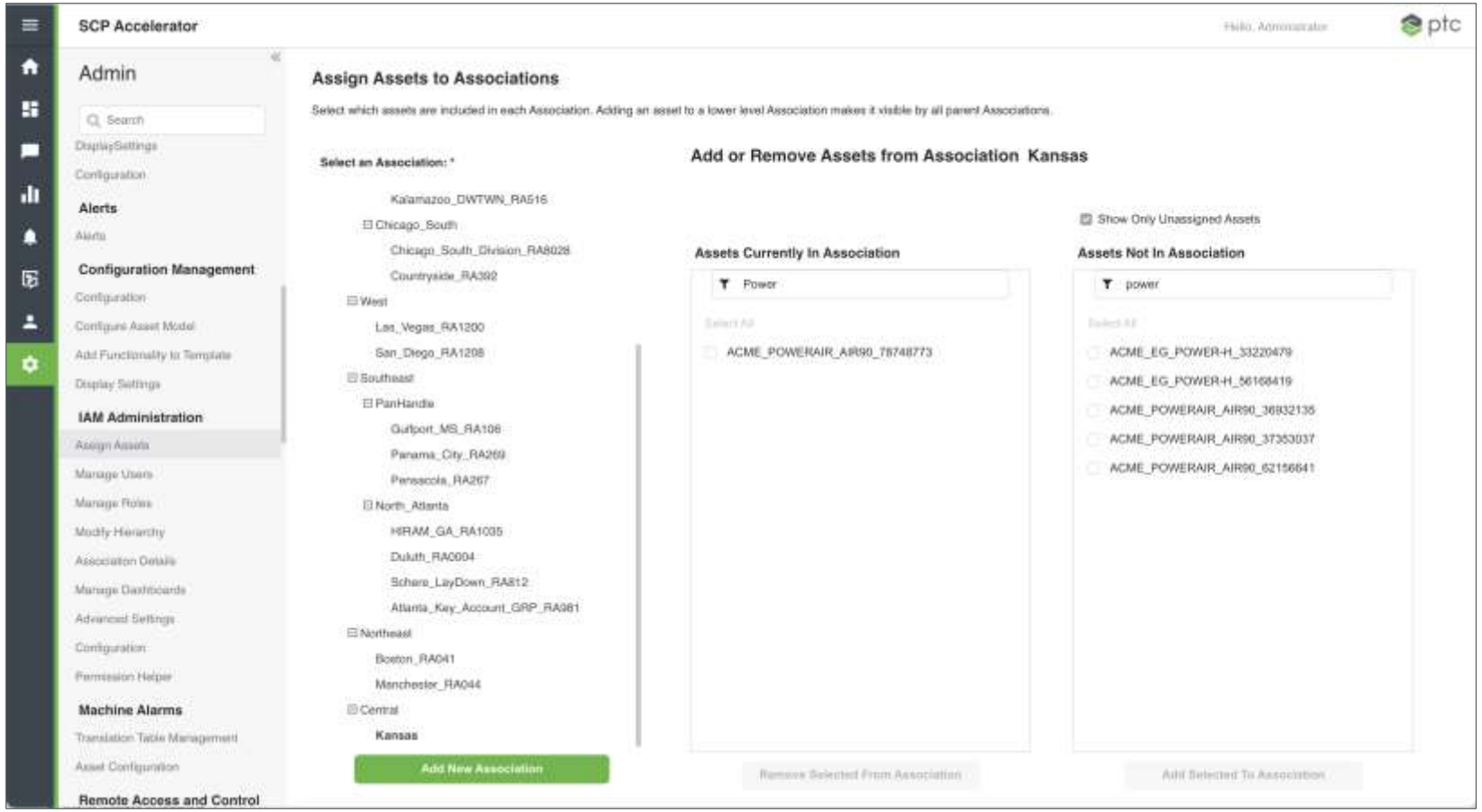

Example - we need to add a Central Region to the list

# ADDING A REGION (CENTRAL)



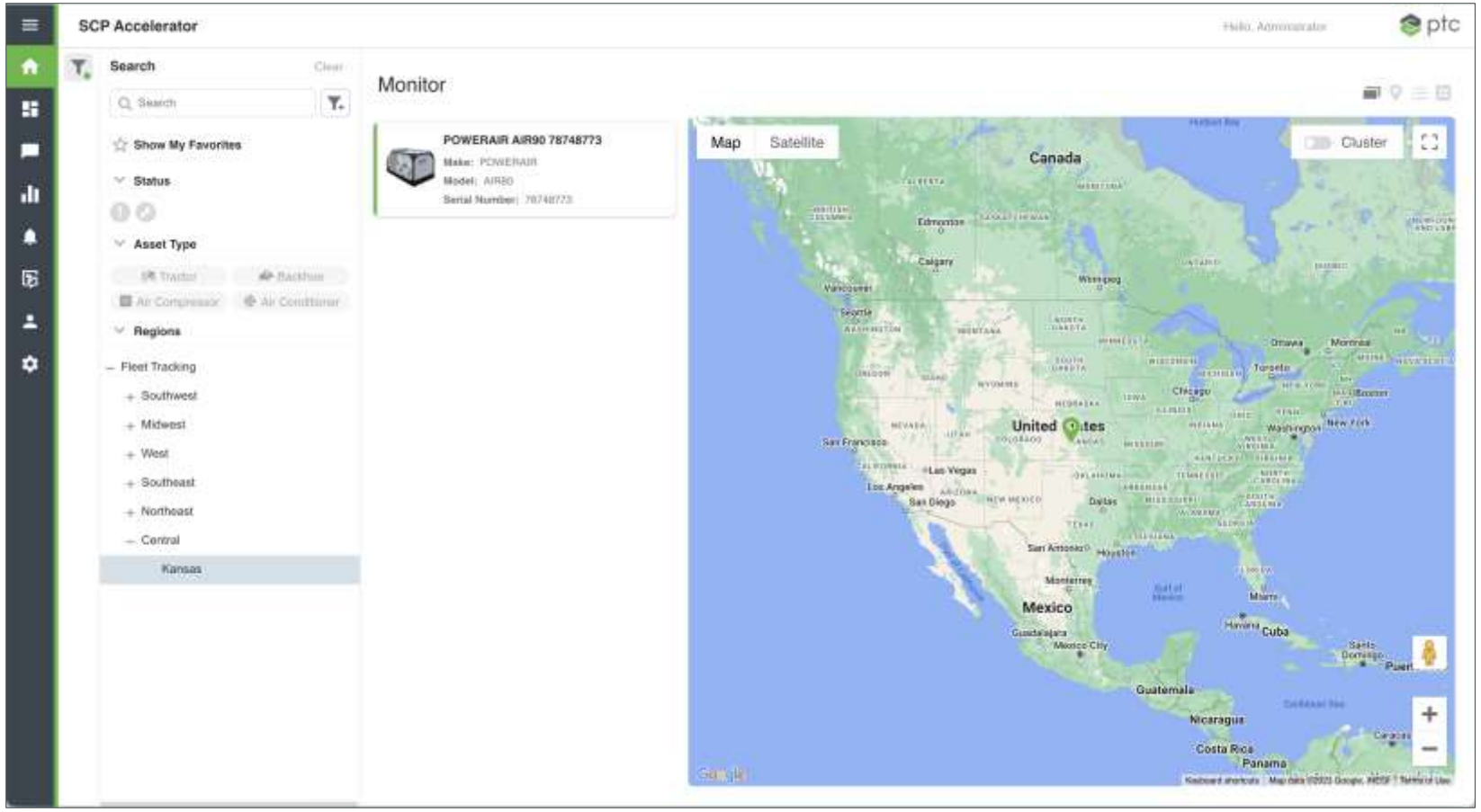

Adding a Central Region to the list, we'll also add a sub-region

# ADDING AN ASSET TO THE REGION



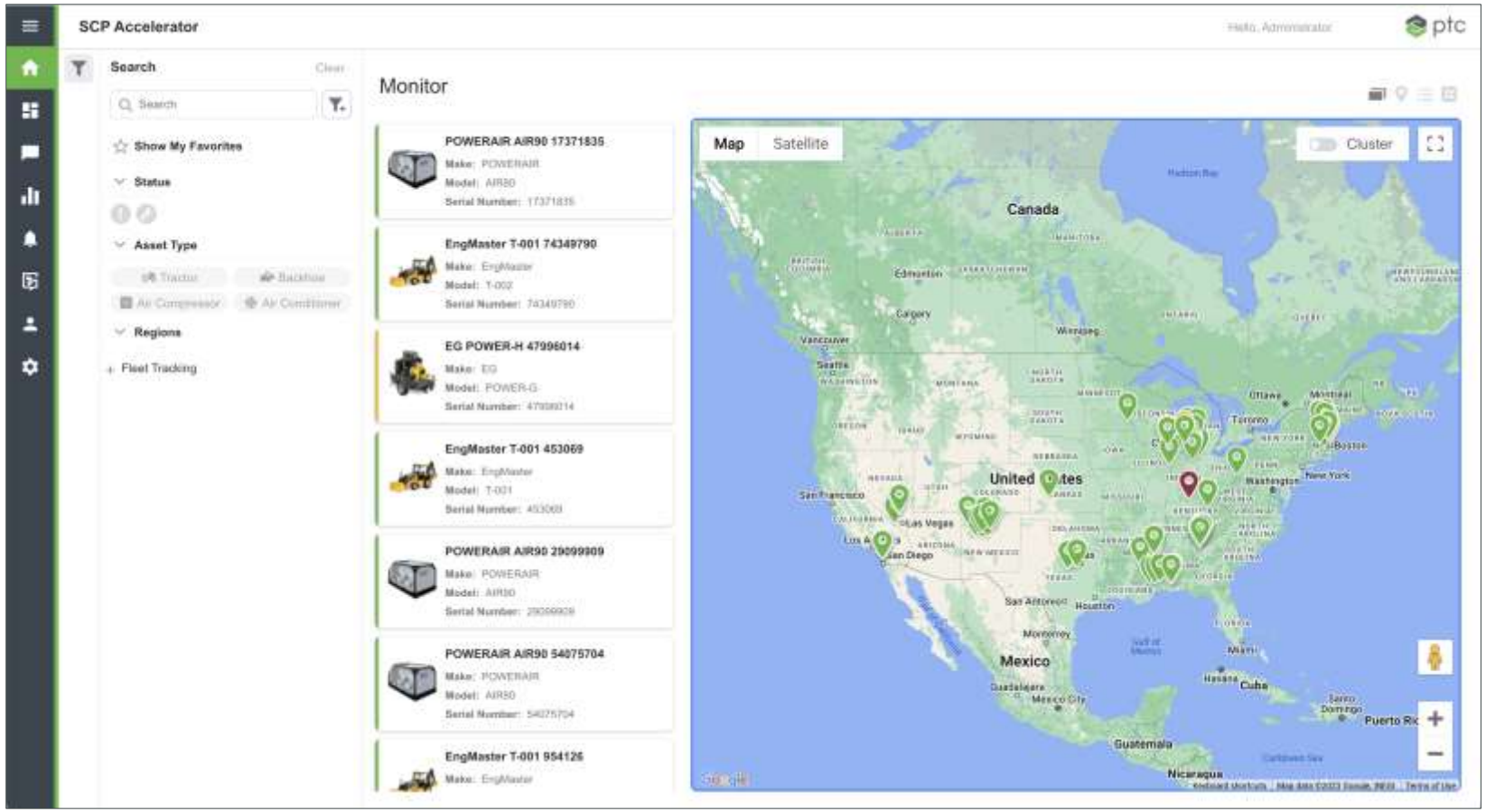

We added Central & Kansas, now we can add an asset

# UPDATED TREE AND FILTER



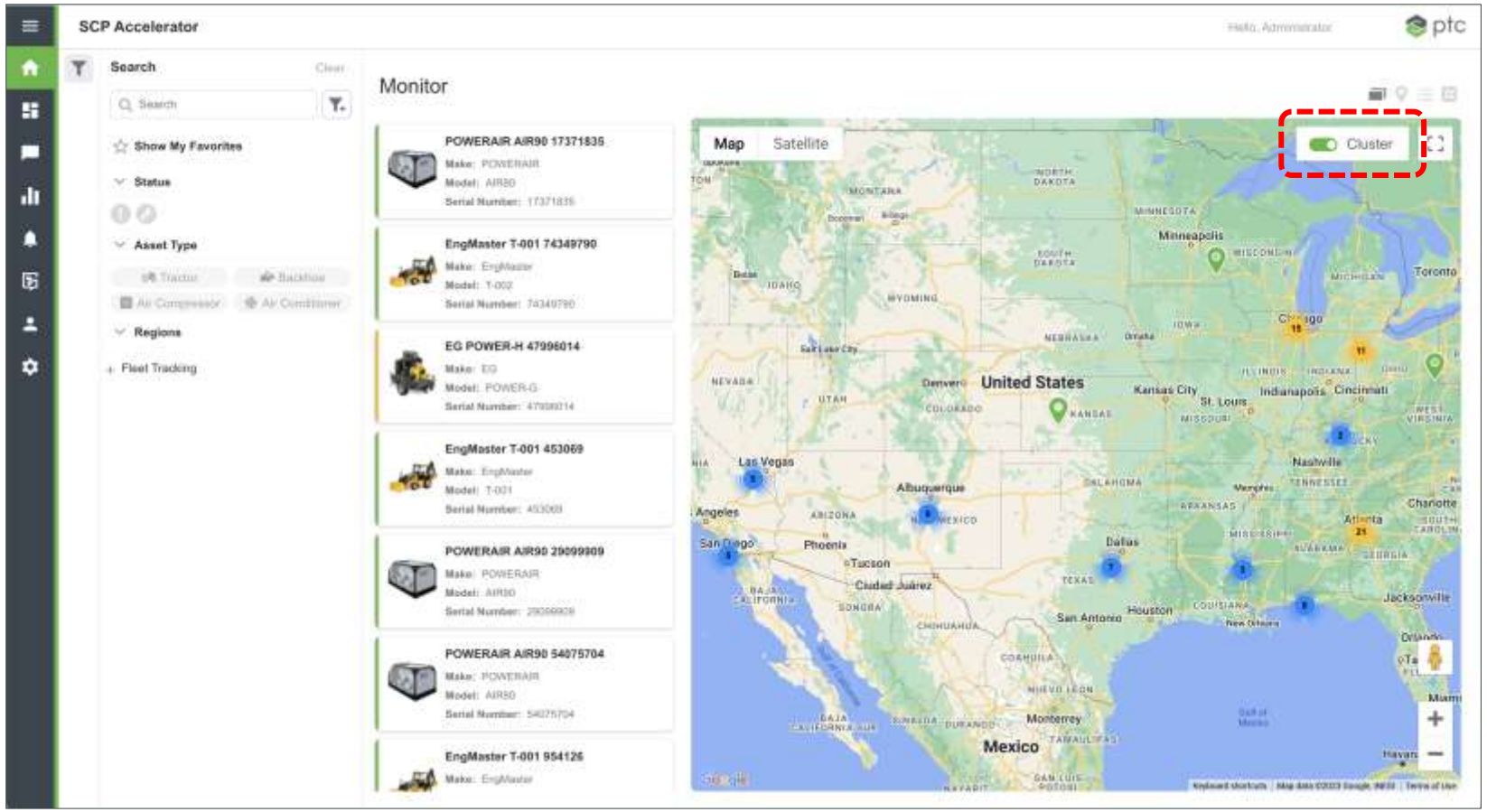

The Tree acts as a filter for the list/map

# ASSETS ASSIGNED TO REGIONS



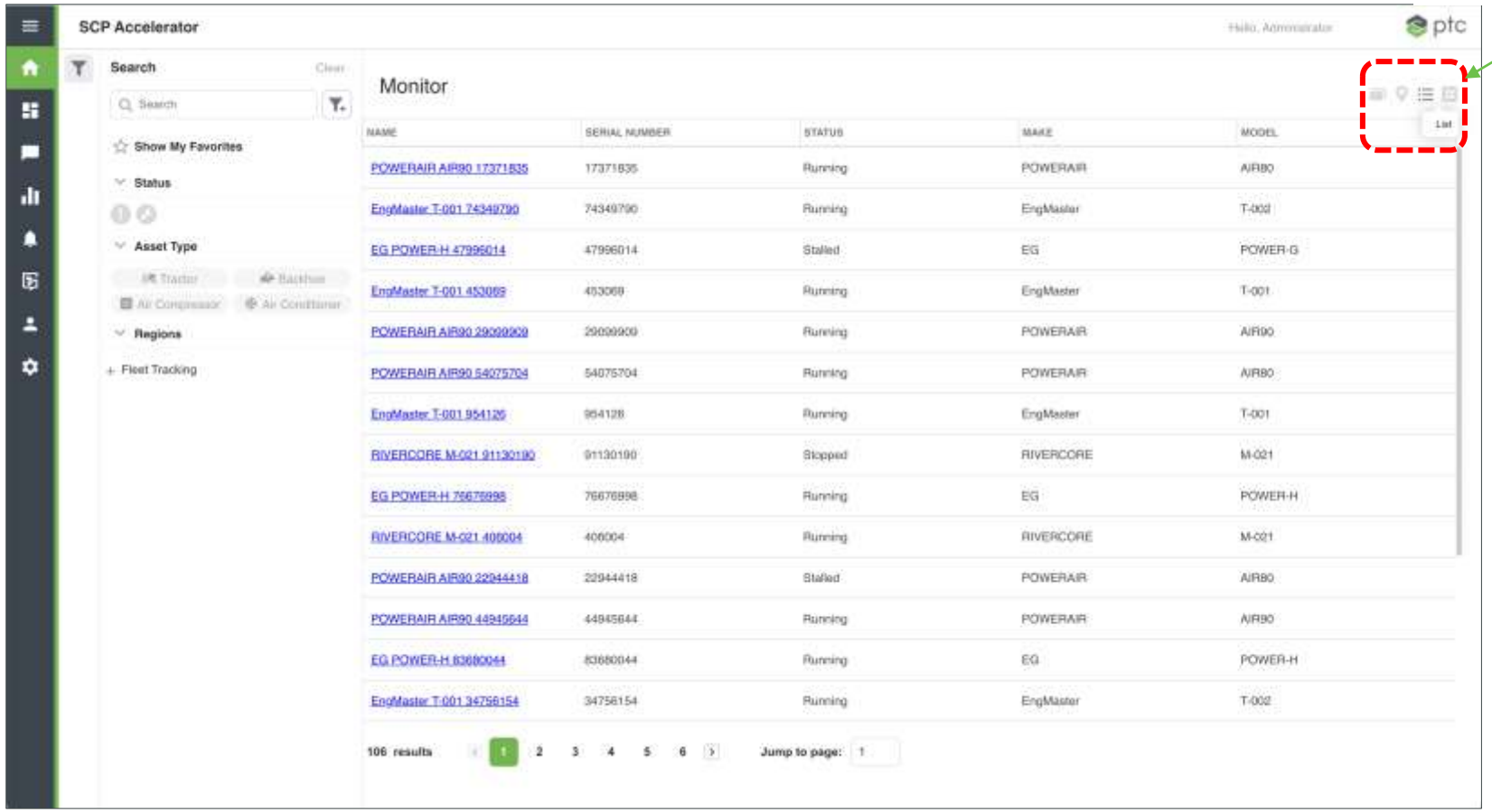

At the top level we see all assets

# TOO MANY ASSETS, GROUP THEM…




As the asset population grows, you can add summary pins

# OR LIST THEM



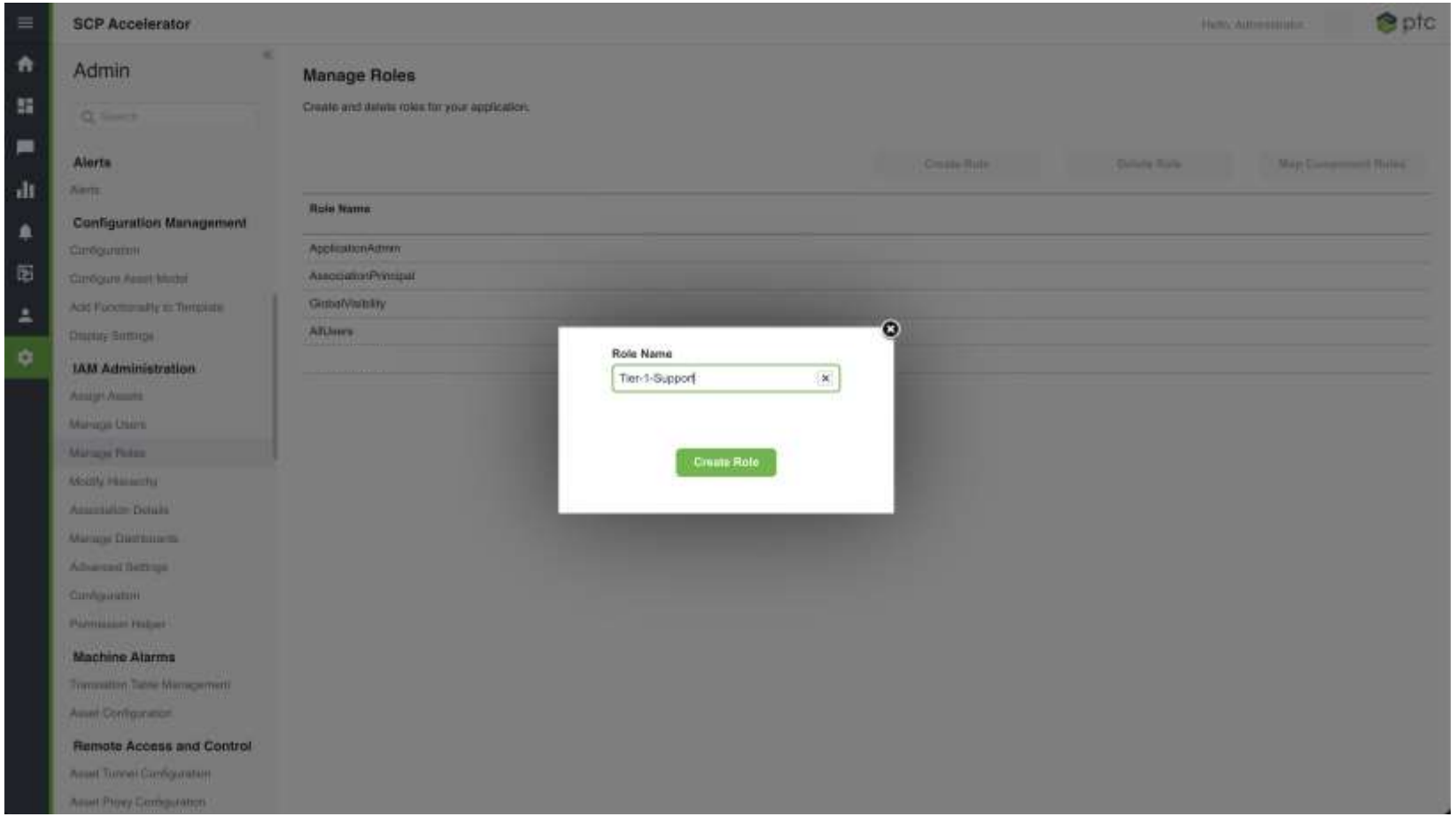

Support tends to leverage lists more than the map

This is just configuration work.  It was done without creating a single mashup or writing a service. It's all part of the Smart Connected Product Accelerator

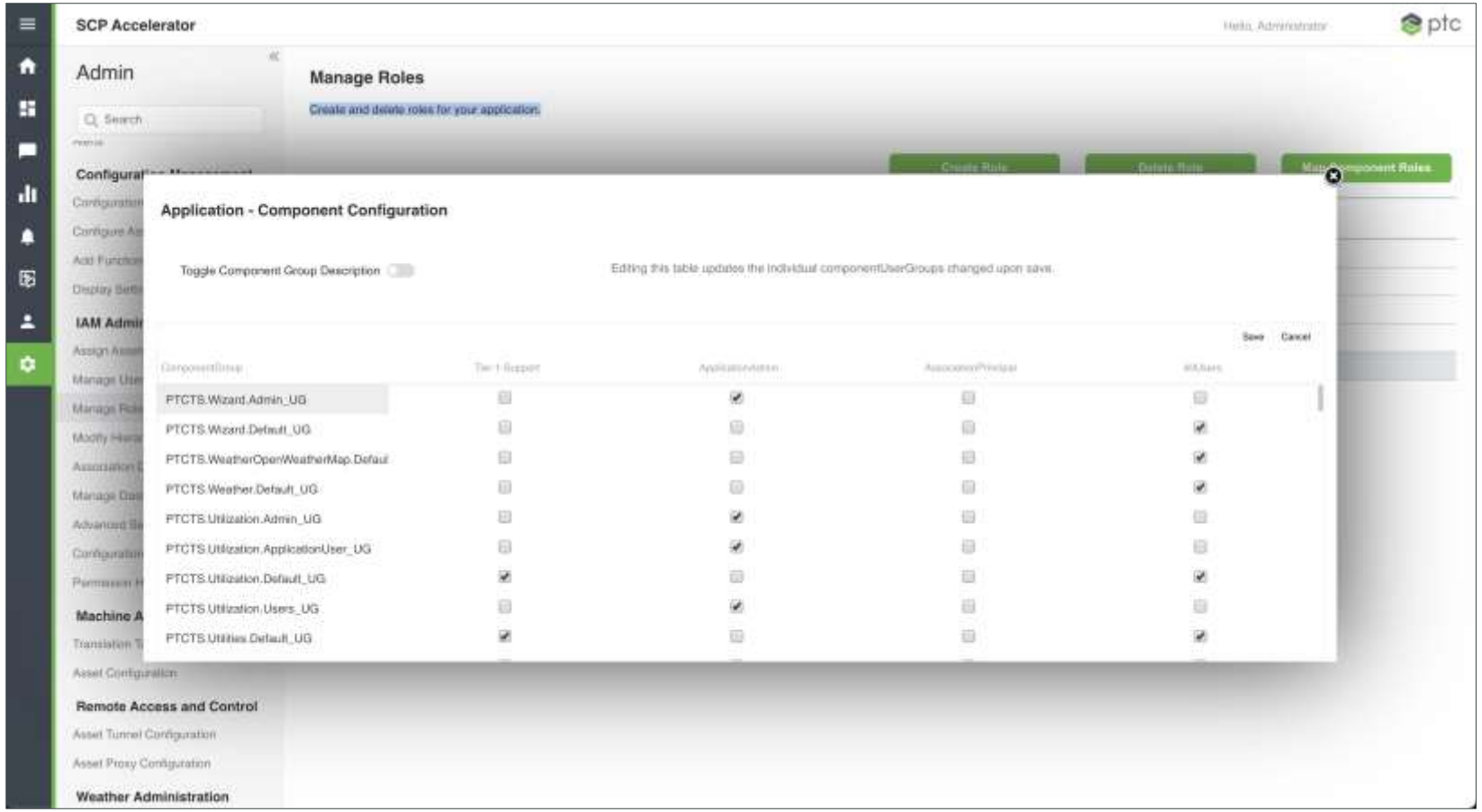
# KEY USE CASE – CREATE USER ROLES

- Commonplace to organize users based on skills and experience
- Example:
  - Tier 1 – View Only
    - Initial Triage
    - Limited experience
    - Often script based
  - Tier 2– View and some Interaction
    - Detailed Triage
    - Experienced
    - Self driven
    - Knowledge base supported
  - Tier 3 – View and Advanced Interaction
    - Unique issues and Triage
    - Super users and or Designers
    - Completely self driven

# CREATE A USER ROLE

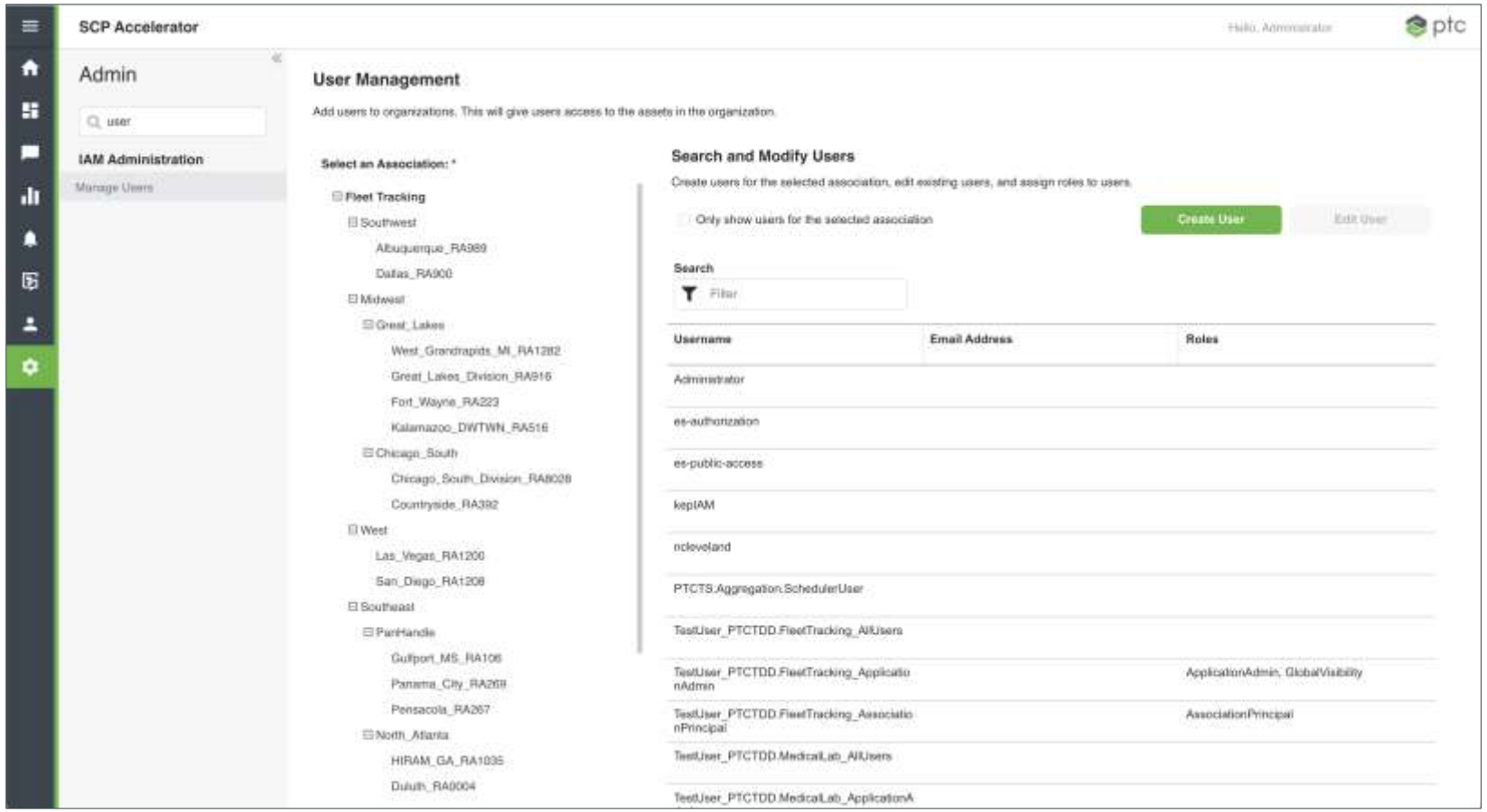


# CONFIGURE THE USER ROLE

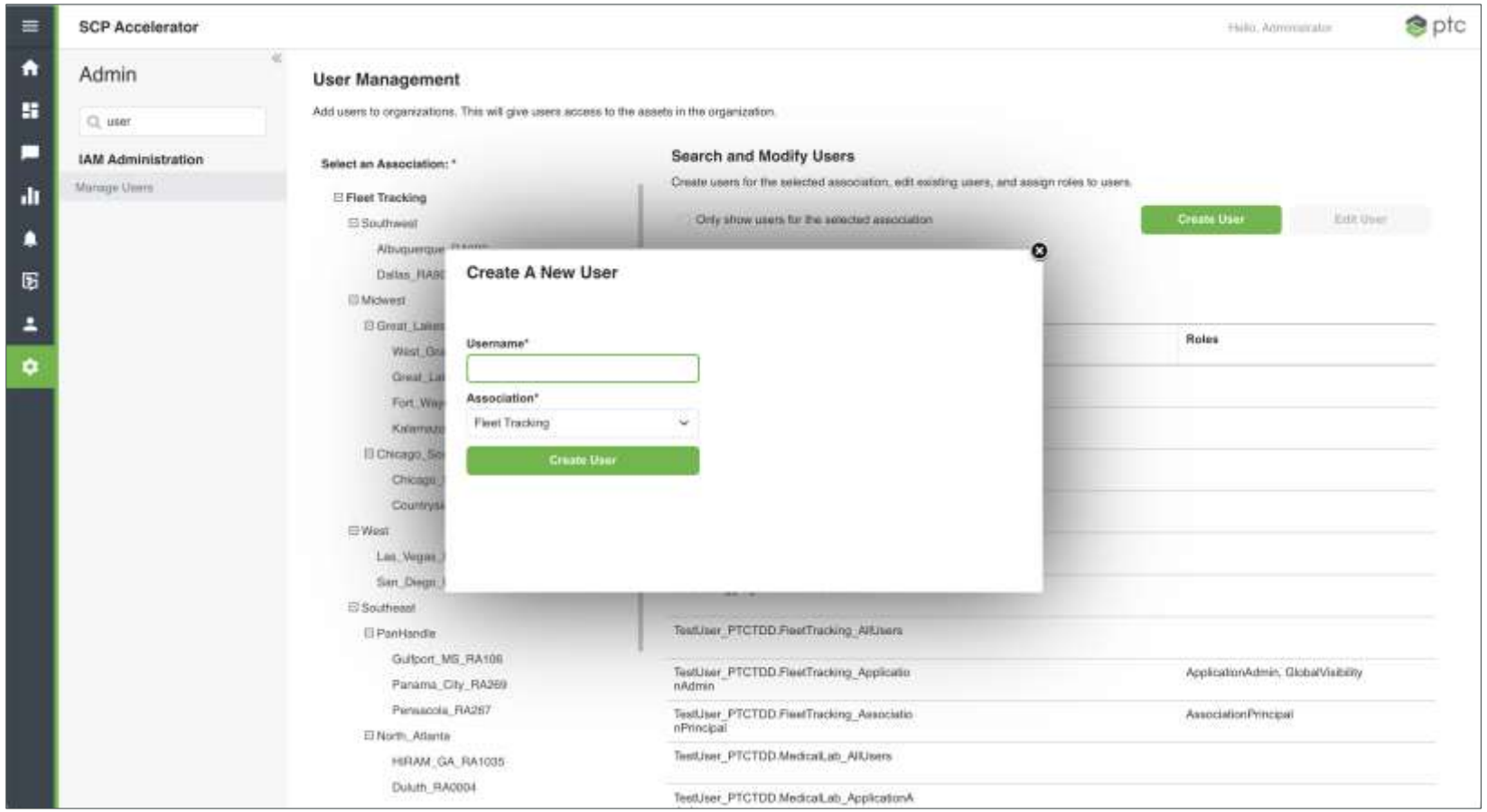



Roles define access to features and data

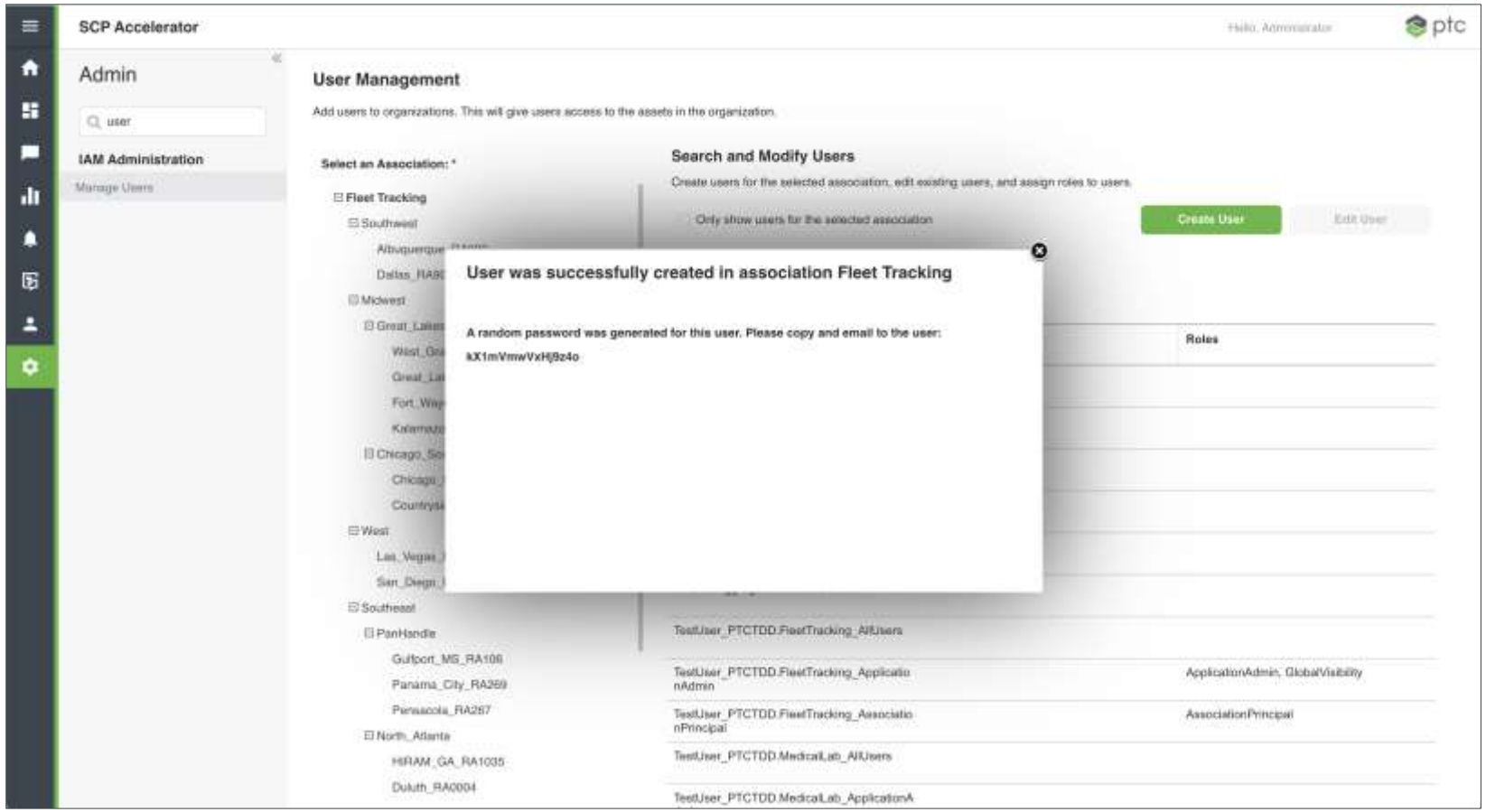
# KEY USE CASE – ADD & MANAGE USERS



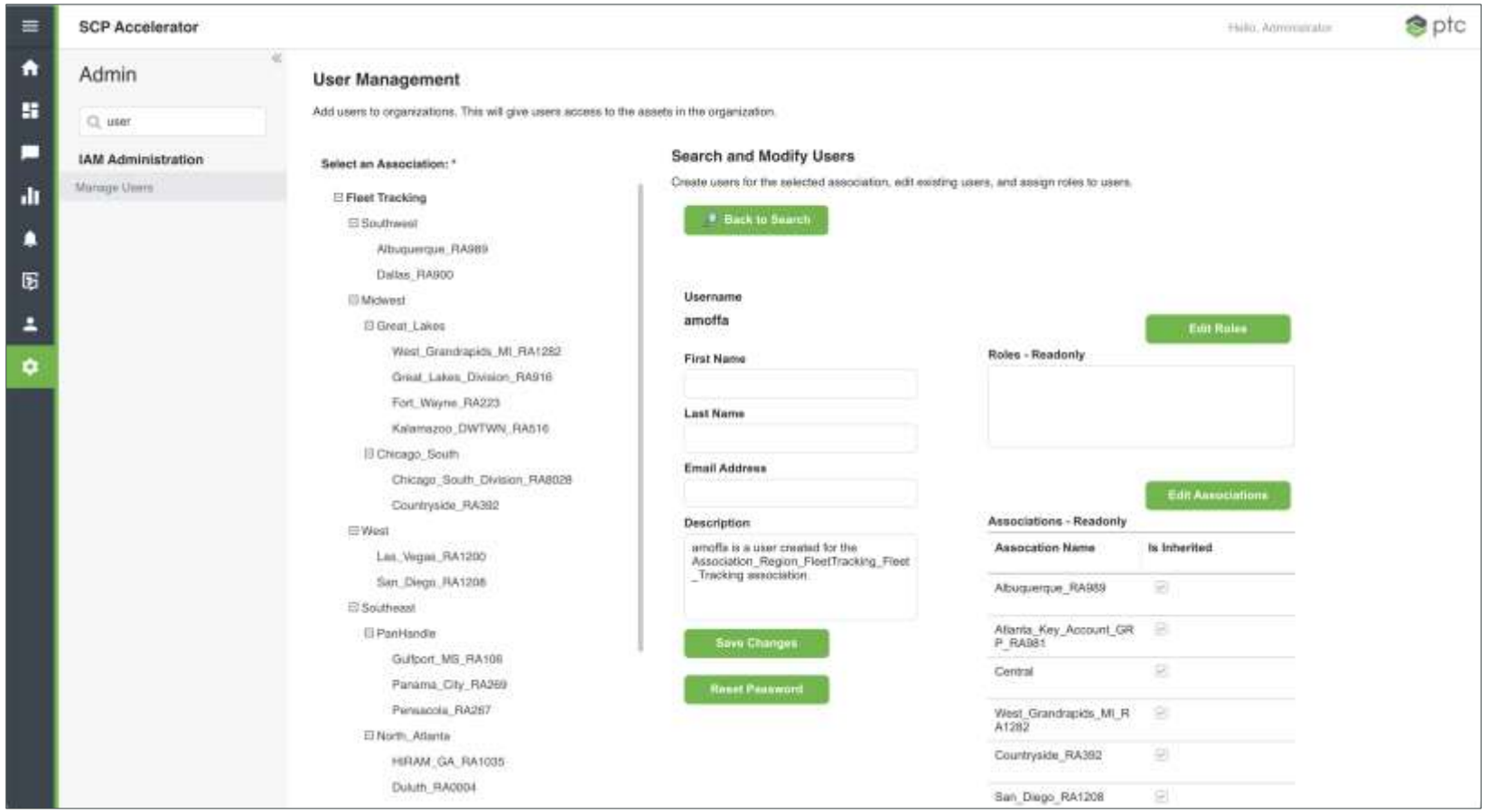
# CREATE A USER



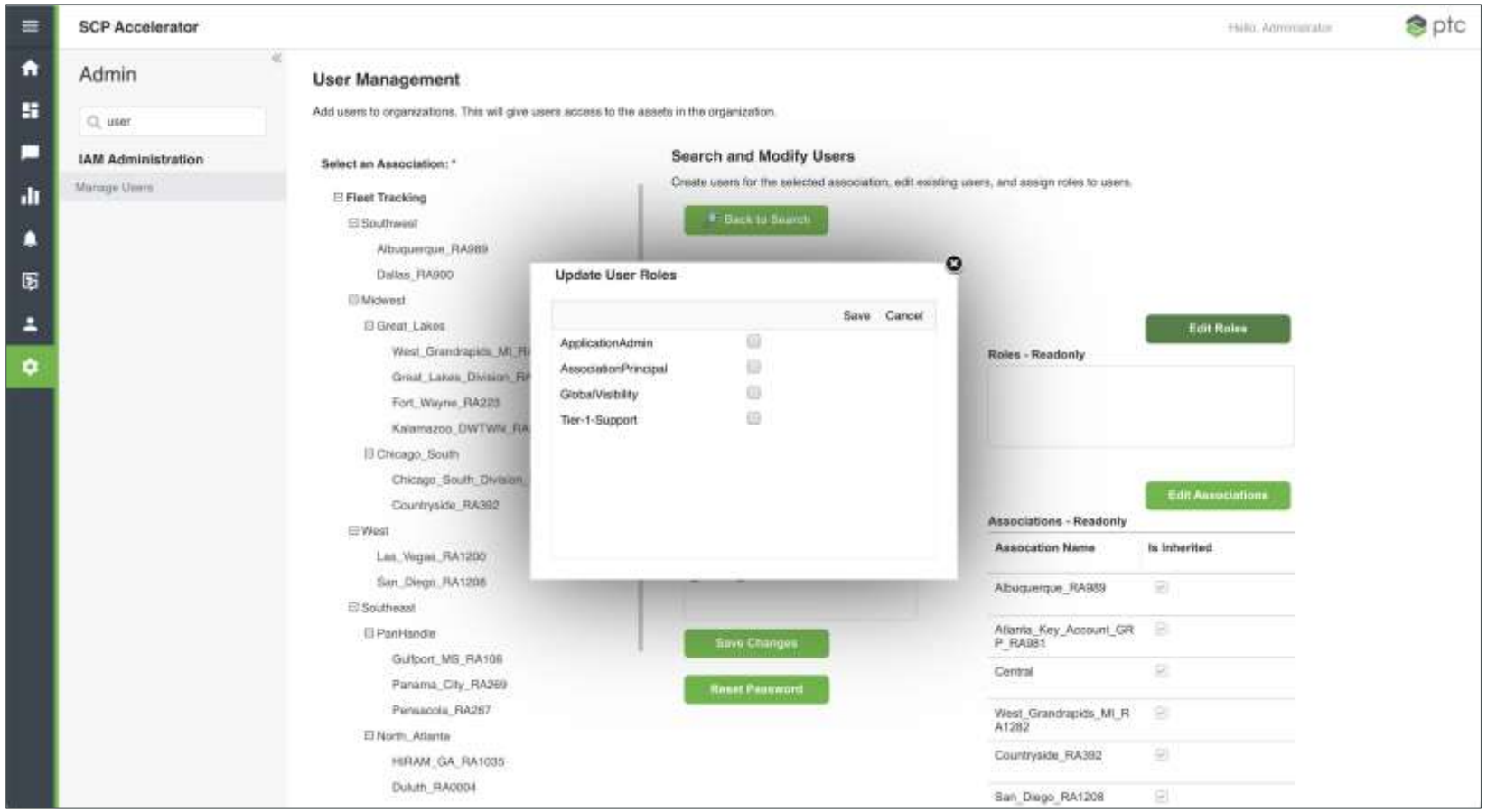
# CREATE A USER



# EDIT A USER

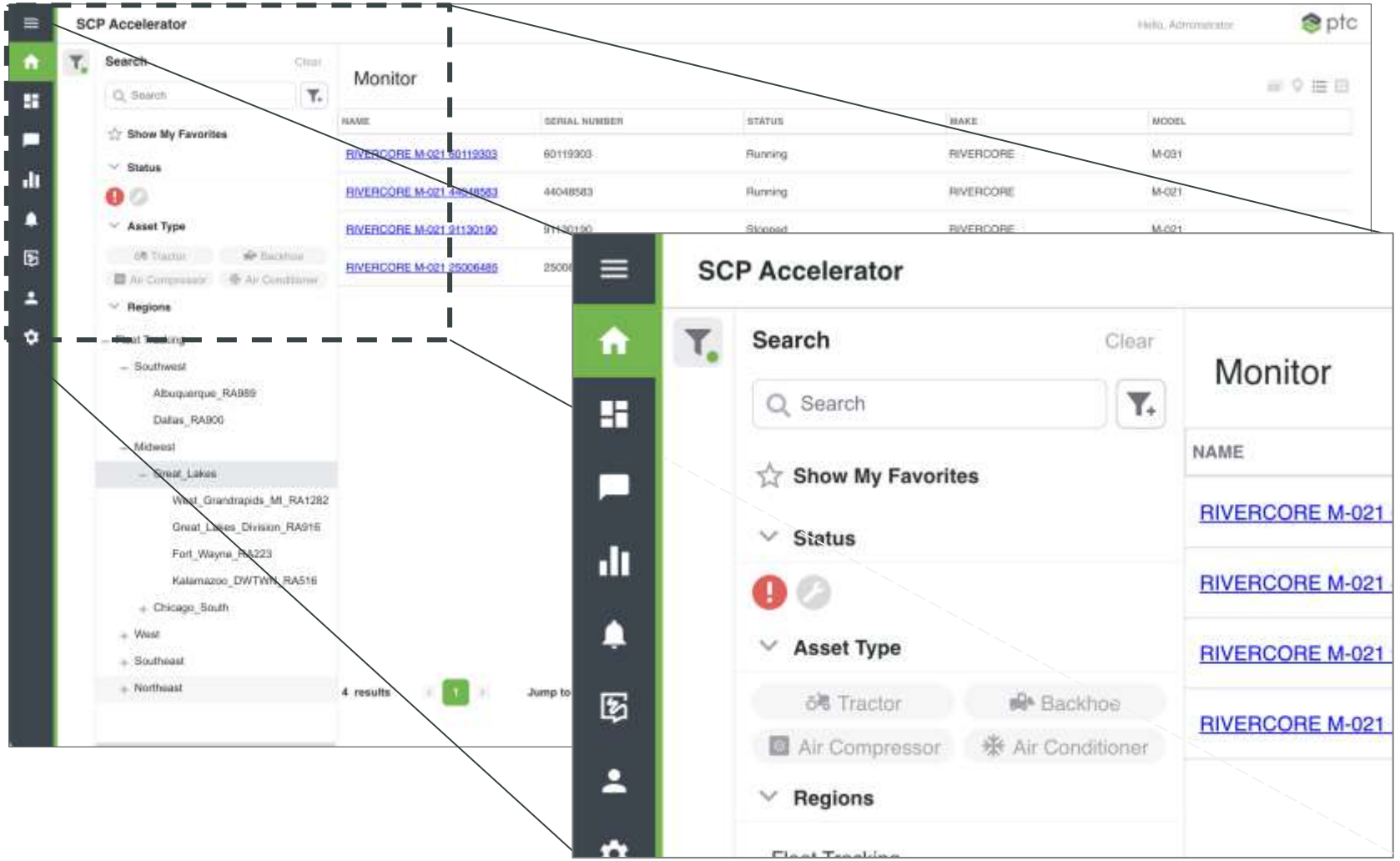

SCP Accelerator
Admin
user
IAM Administration
Manage Users
User Management
Add users to organizations. This will give users access to the assets in the organization.
Select an Association: *
Fleet Tracking
Southwest
Albuquerque_RA989
Dallas_RA900
Midwest
Great_Lakes
West_Grandrapids_MI_RA1282
Great_Lakes_Division_RA916
Fort_Wayne_RA223
Kalamazoo_DWTWN_RA516
Chicago_South
Chicago_South_Division_RA8028
Countryside_RA392
West
Las_Vegas_RA1200
San_Diego_RA1208
Southeast
PanHandle
Gulfport_MS_RA106
Panama_City_RA269
Pensacola_RA267
North_Atlanta
HiRAM_GA_RA1035
Duluth_RA0004
Search and Modify Users
Create users for the selected association, edit existing users, and assign roles to users.
Back to Search
Username
amoffa
First Name
Last Name
Email Address
Description
amoffa is a user created for the Association_Region_FleetTracking_Fleet_Tracking association.
Save Changes
Reset Password
Edit Roles
Roles - Readonly
Edit Associations
Associations - Readonly
Association Name
Is Inherited
Albuquerque_RA989
Atlanta_Key_Account_GRP_RA981
Central
West_Grandrapids_MI_RA1282
Countryside_RA392
San_Diego_RA1208

# KEY USE CASE – ASSIGN USER'S ROLES & REGIONS



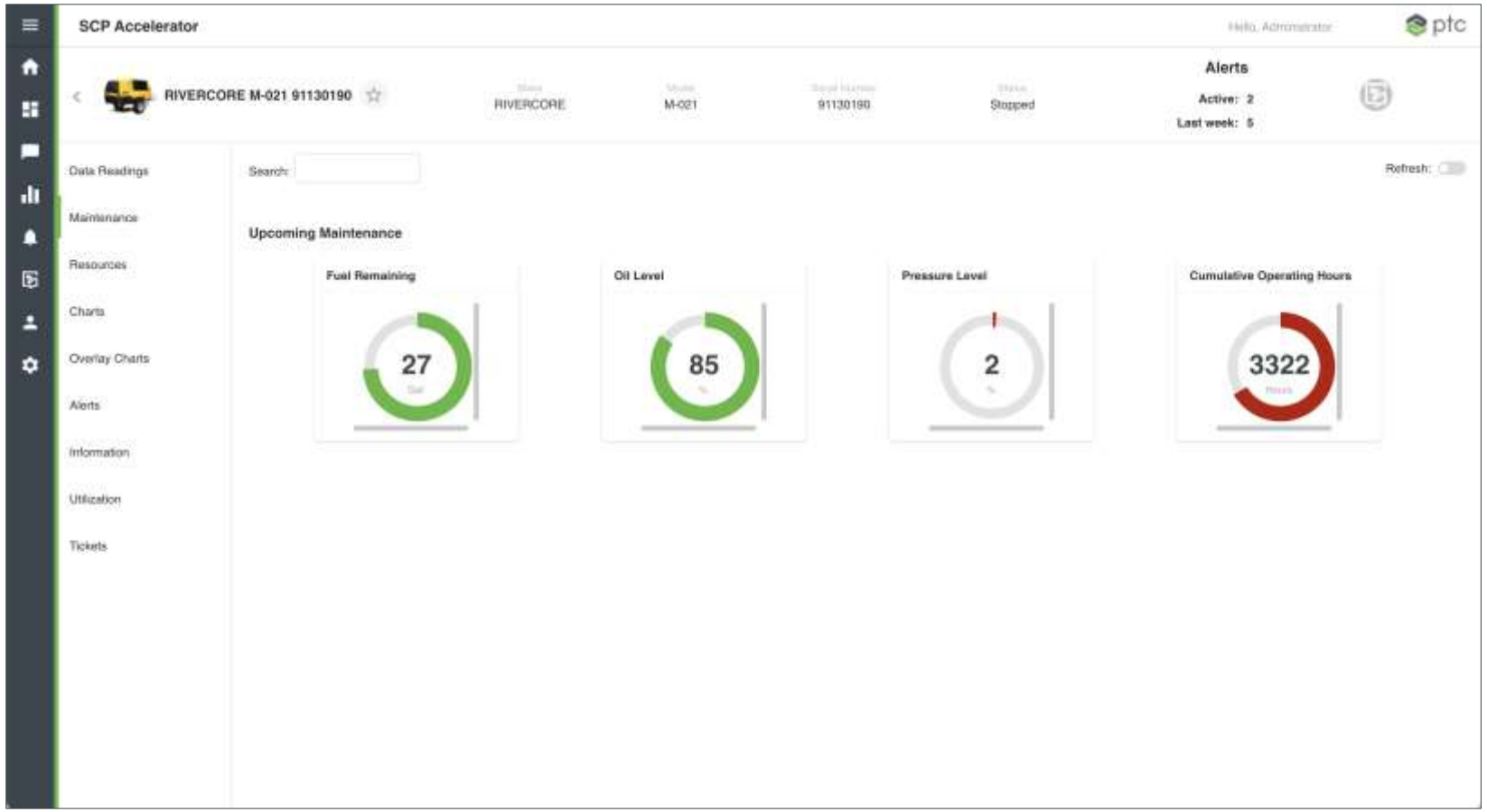

Assign users to their group function

# KEY USE CASE - WHAT THINGS NEED ATTENTION?



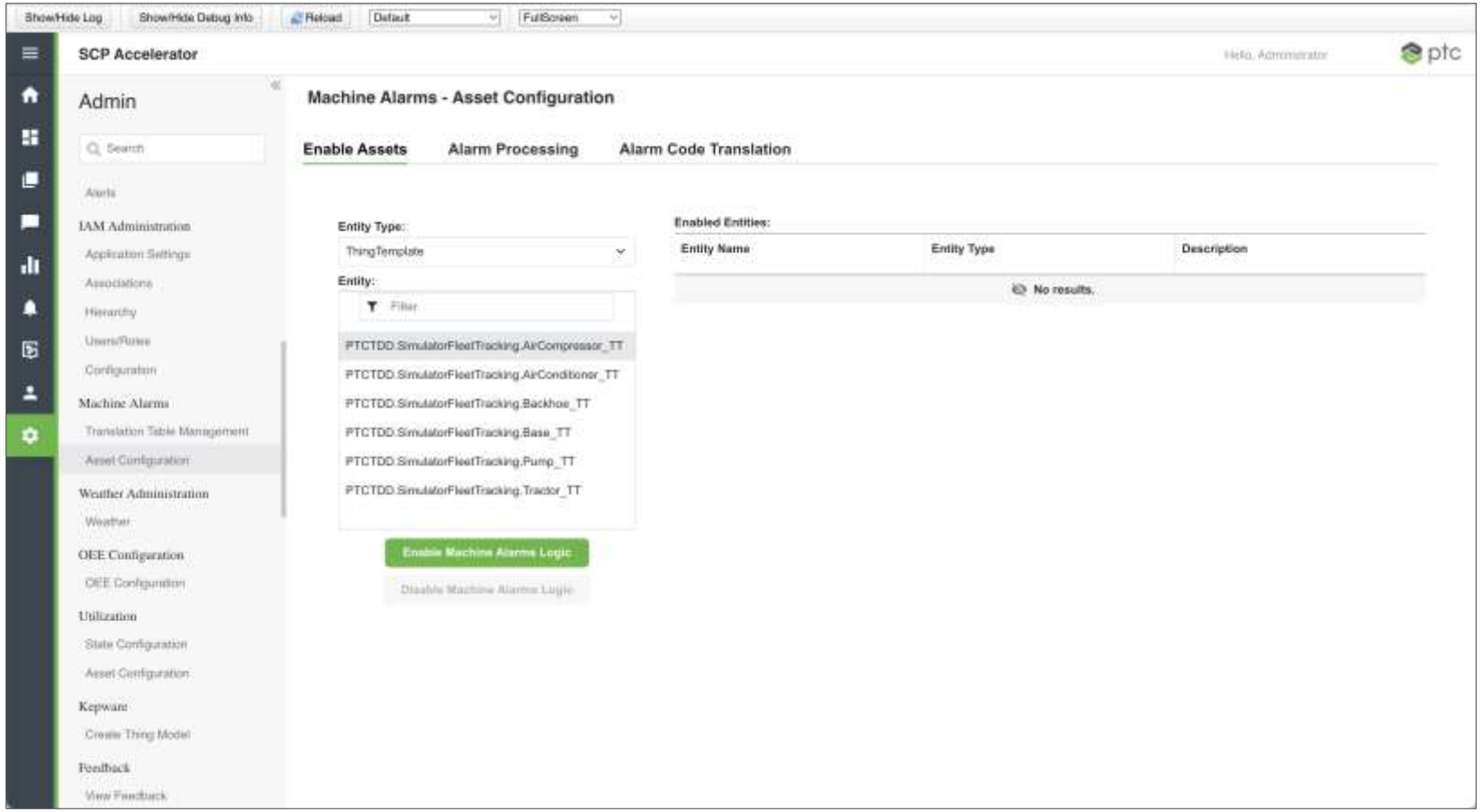

Multiple Filters to streamline access to assets

# DEFINING WHAT PROPERTIES TO ALERT ON

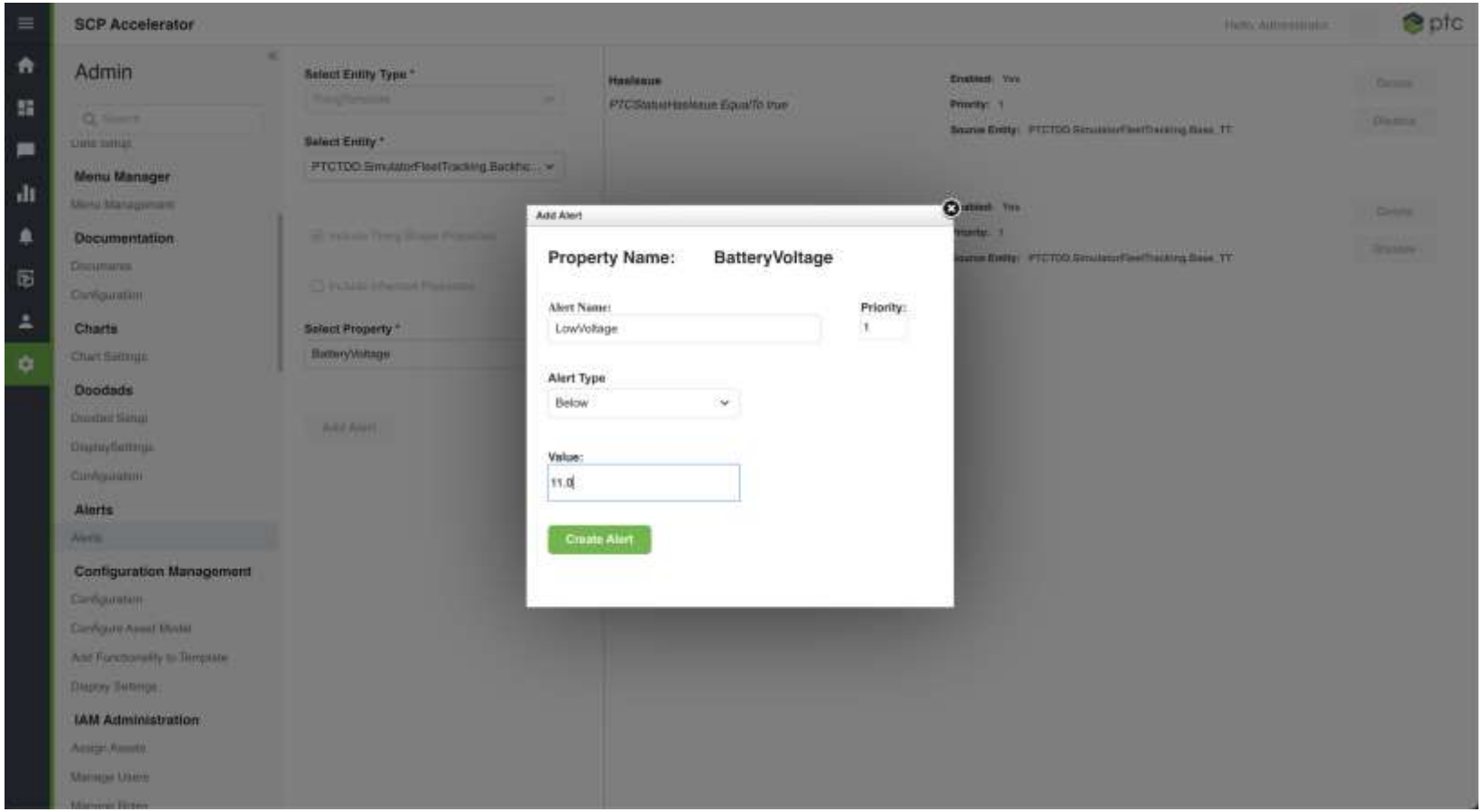



These properties highlight Maintenance concerns

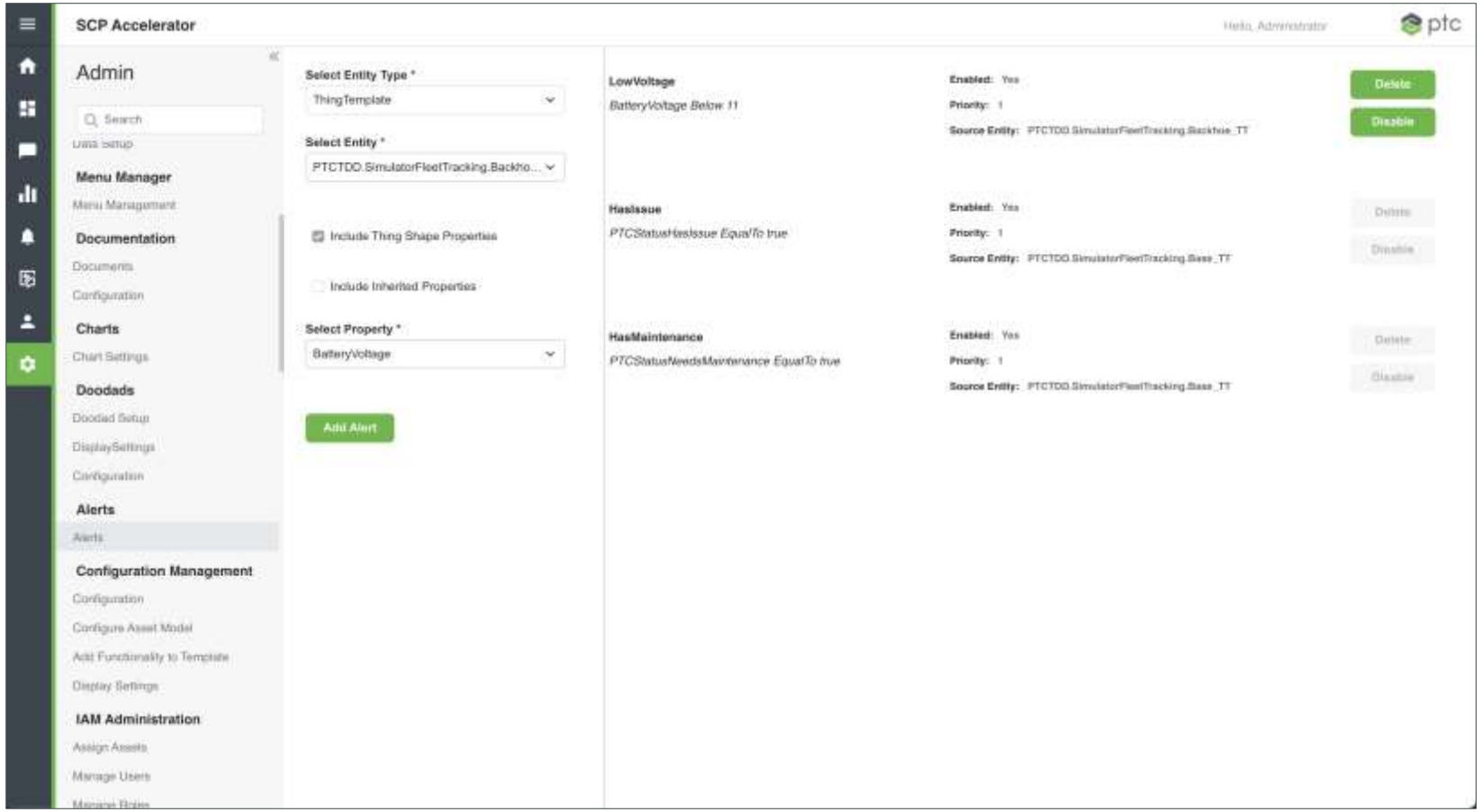
# ALARMS BY ASSET CLASS (MODEL)



# CREATING ALARMS



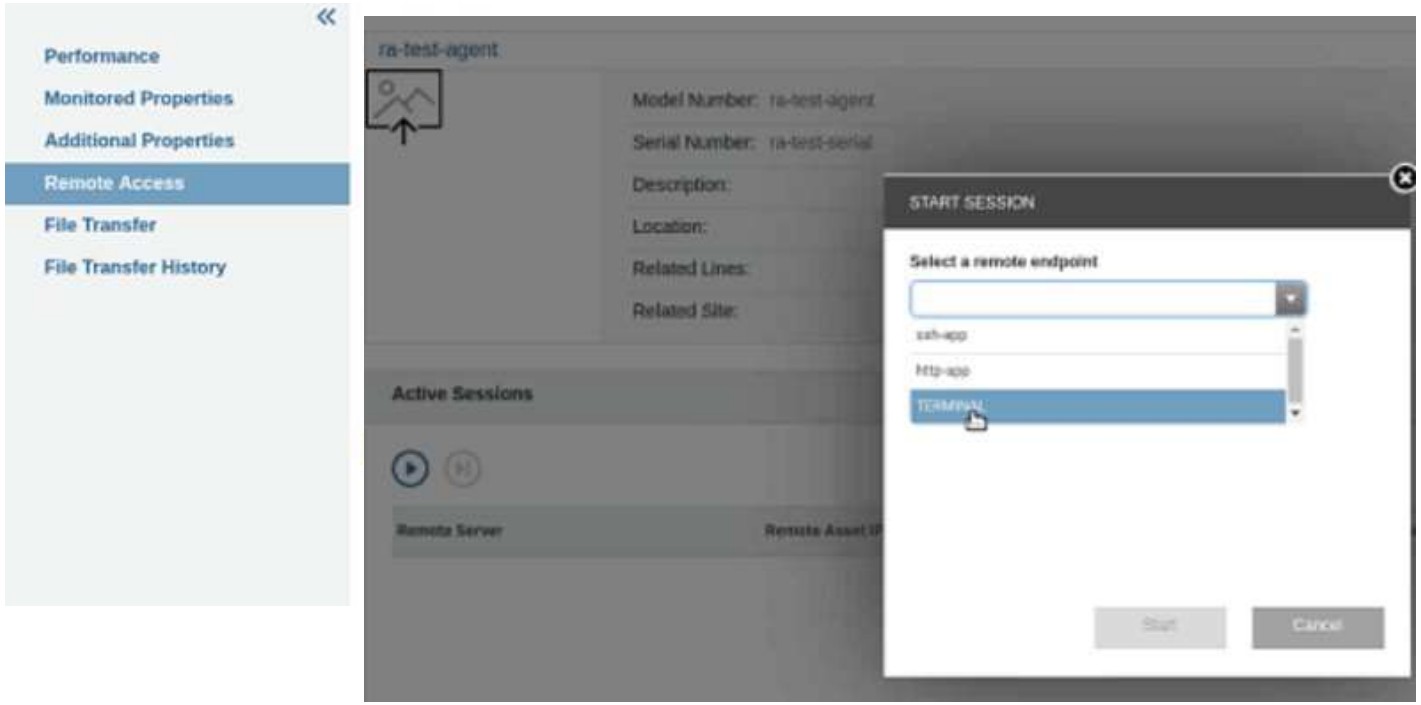
# LOW VOLTAGE ALARM



# KEY USE CASE – DIAGNOSING WITH RAC

## CAPABILITIES

- Interactive diagnostics processes by incorporating connected machine data (full remote access to edge system):
  - In-depth view into device software versions and configuration
  - Change configuration
  - Rich remote troubleshooting
  - Fix problems remotely
- Transfer files to or from remote product edge system software updates, configurations or retrieving log files.




Advanced diagnostics & triage = maximum uptime

More complete diagnostics increases chance of FTF

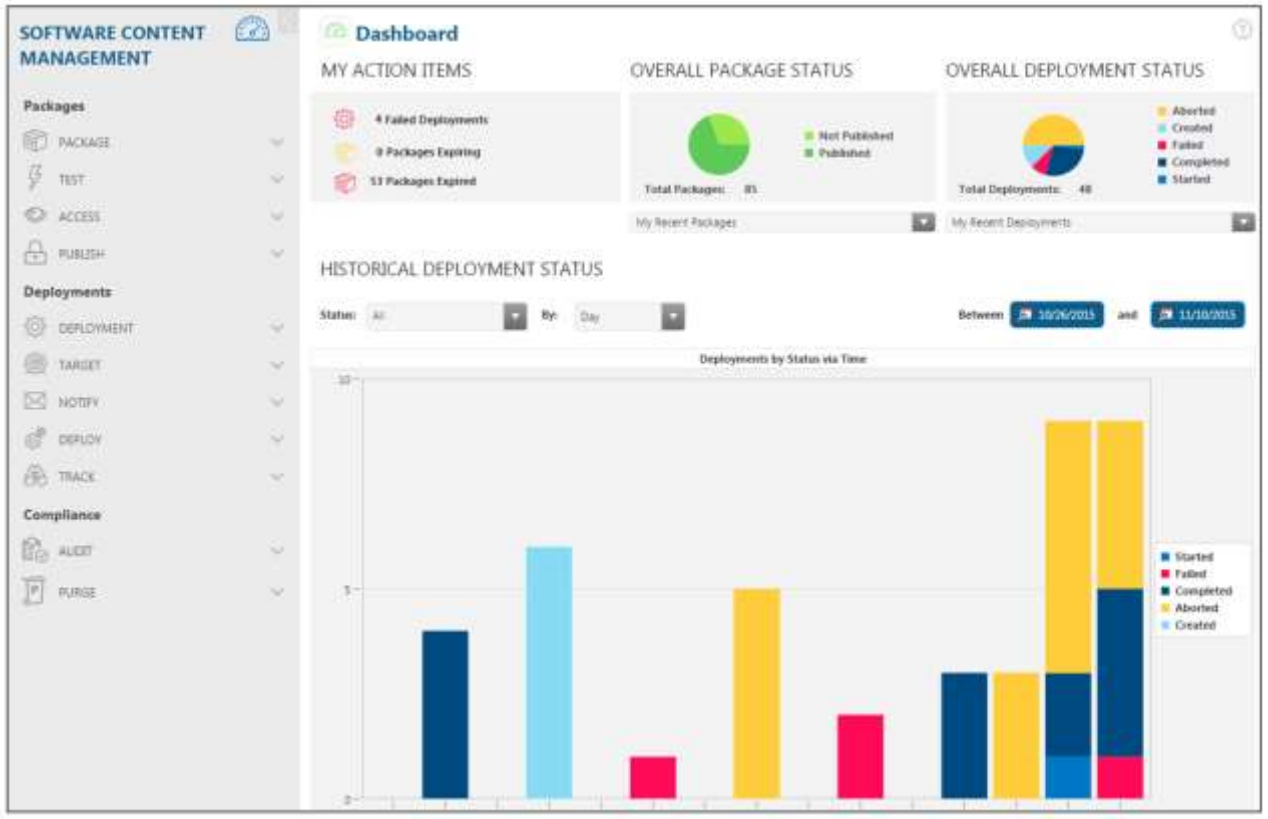
Fewer Truck Rolls = Lower Cost of Service

Available directly via SCPA

# KEY USE CASE – MAINTAING WITH SCM

## CAPABILITIES

- Automated management of edge software versions
- Complete package and deployment testing
- Deployment monitoring dashboard
- Ensure security with package signing & verification
- Advanced remote triage and repair



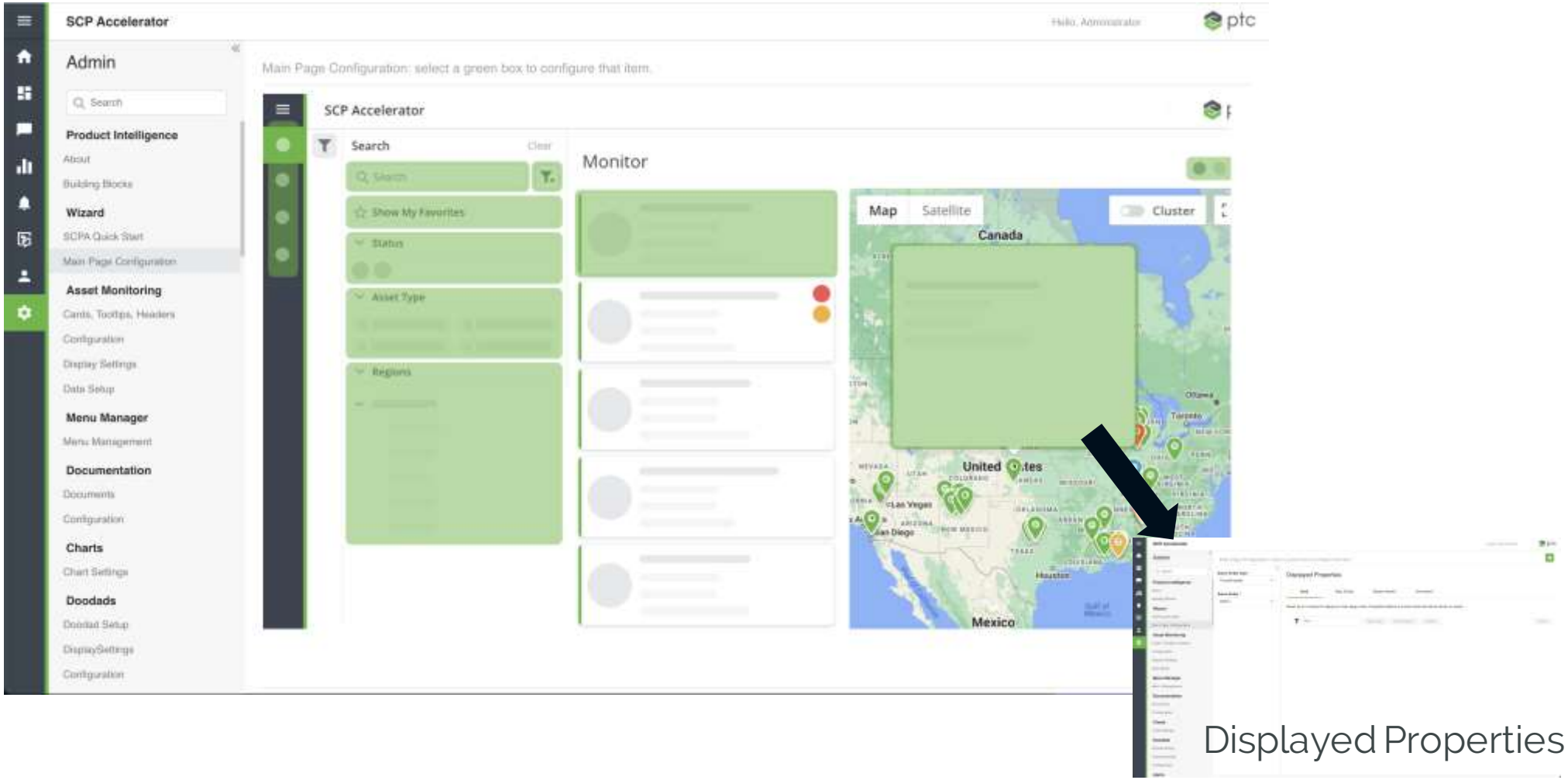

Enables continuous enhancement of devices in field

Keep connected devices secure over time

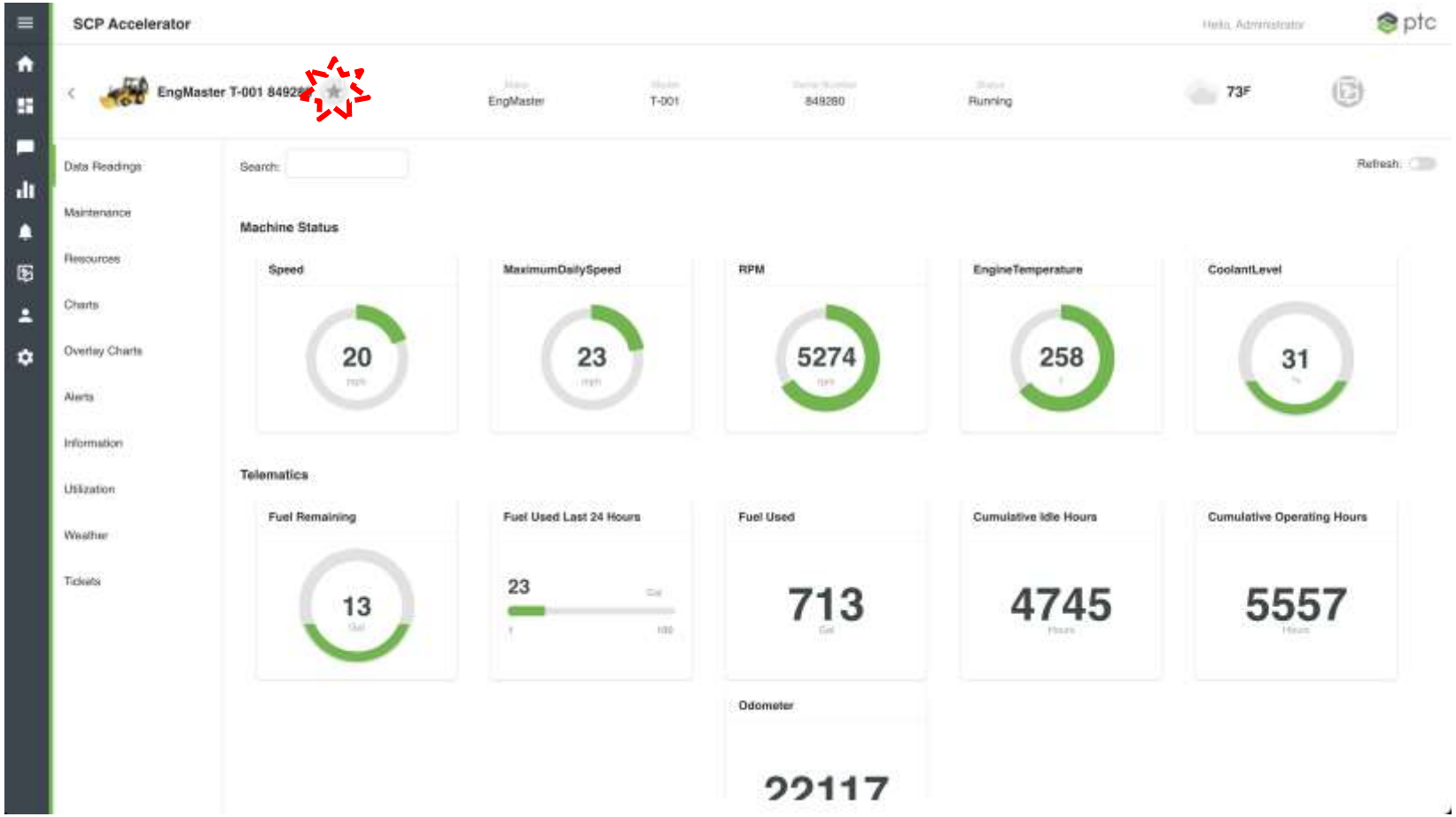
Reduce cost to maintain and service

Lower cost of service; prevent recalls

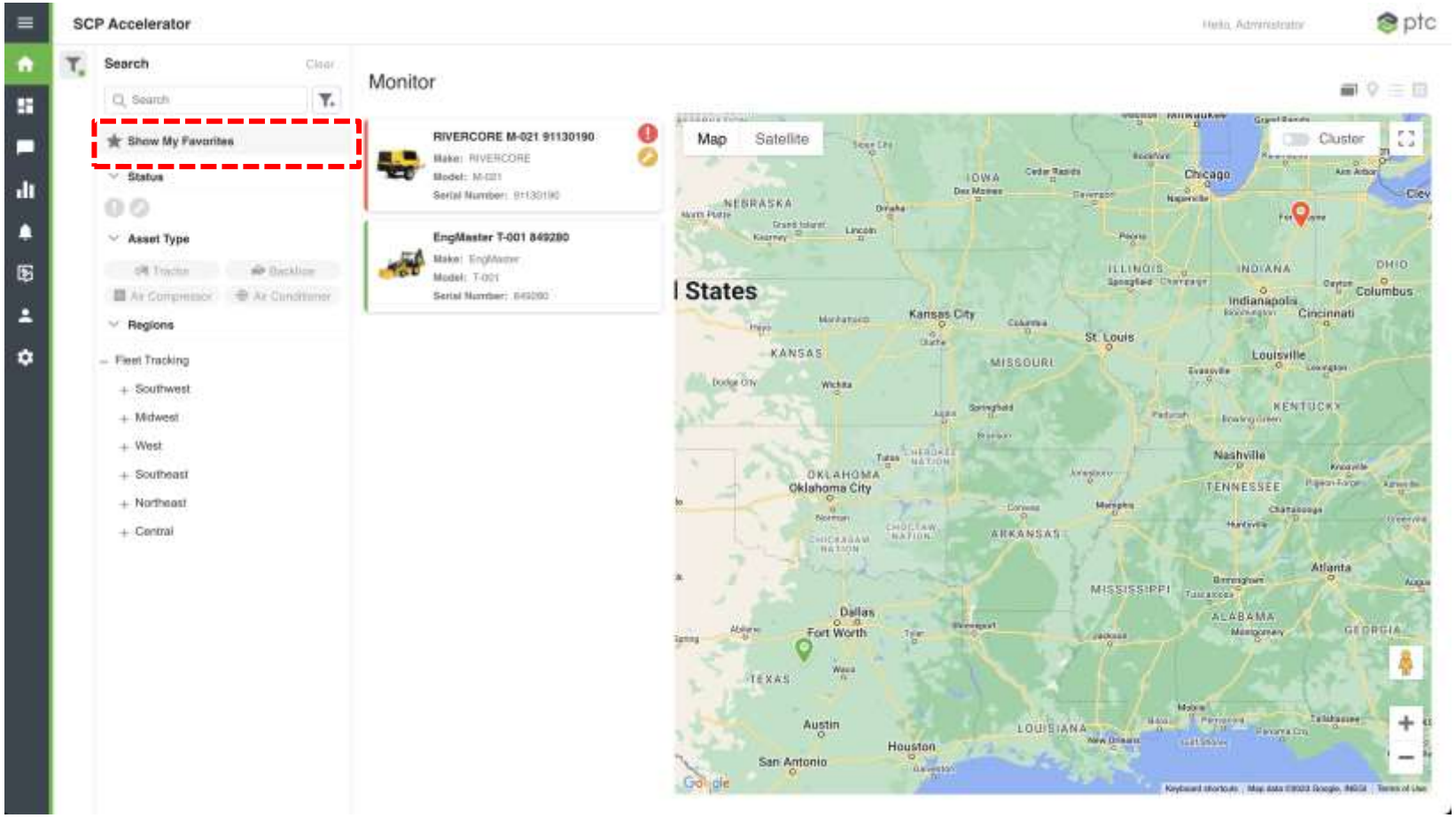
# SETUP MY HOME PAGE



# DEFINING MY FAVORITES



# FILTERING TO MY FAVORITES



# UNDERSTANDING VALUE READY DEPLOYMENTS (VRD)

# VALUE READY DEPLOYMENTS

Value Ready Deployments (VRDs) are a starting point for scoping customer projects with PTC. Each one is configured to specific project needs in mind, providing best practices for implementing and articulating business value with our out of the box solutions. VRDs help customers navigate the implementation process and reduce common risks, making for an overall smoother experience.

## VRDs are built on 3 consistent components:

1. Best Practices-led Implementation
2. Solution Adoption
3. Efficient and Effective Projects

## A VRD is a collection of PTC best practices in positioning, implementing, configuring, and deploying OOTB functionality of PTC software and solutions. VRDs encompass best practices and artifacts to provide standard deployment options.

### You should expect:

- A starting point for scoping a customer project
- Materials built using PTC Professional Services experience, as well as industry and product best practices
- A bill of materials designed to reduce the most common risks with implementations
- A way to provide a **consistent** customer implementation experience
- A collection of artifacts to position and **deliver consistent, repeatable and reproducible outcomes**
- VRDs to be delivered through **a Statement of Work**

### That leads to:

- Decreased
  - Risk
  - Delivery Timing
  - Initial cost of delivery
- Increased adoption of your solution
- Improved return on investment

### You should not expect:

- A fully scoped solution
- VRDs to be delivered via Success Points

# SCP USE CASES

| Services | Customers | Engineering / Product Management | Sales & Marketing |
|---|---|---|---|
| Remote Monitoring | Remote Monitoring | Product Performance & Usage Data | Customer Analytics |
| Remote Access & Control | Self-Service | Connected Product Management | Value Added Services |
| Software Content Management | Customer Portal | Consumables Replenishment | |
| Remote Assistance | | Closed Loop Quality | |
| Optimized Spare Parts Management | | Digital product sensor modeling | |
| Service Instructions | | | |
| Warranty compliance | | | |

VRD focuses on these 3 use cases

All solutions use ThingWorx SCP. Some use case require SCP integration with additional PTC products

vuforia servigistics windchill

# HOW DO VRDs WORK AND WHO SHOULD USE THEM?

A PTC or Partner expert works with the customer to determine their implementation needs

A delivery resource takes over delivering the SOW to meet the customer needs

CUSTOMER FIRST

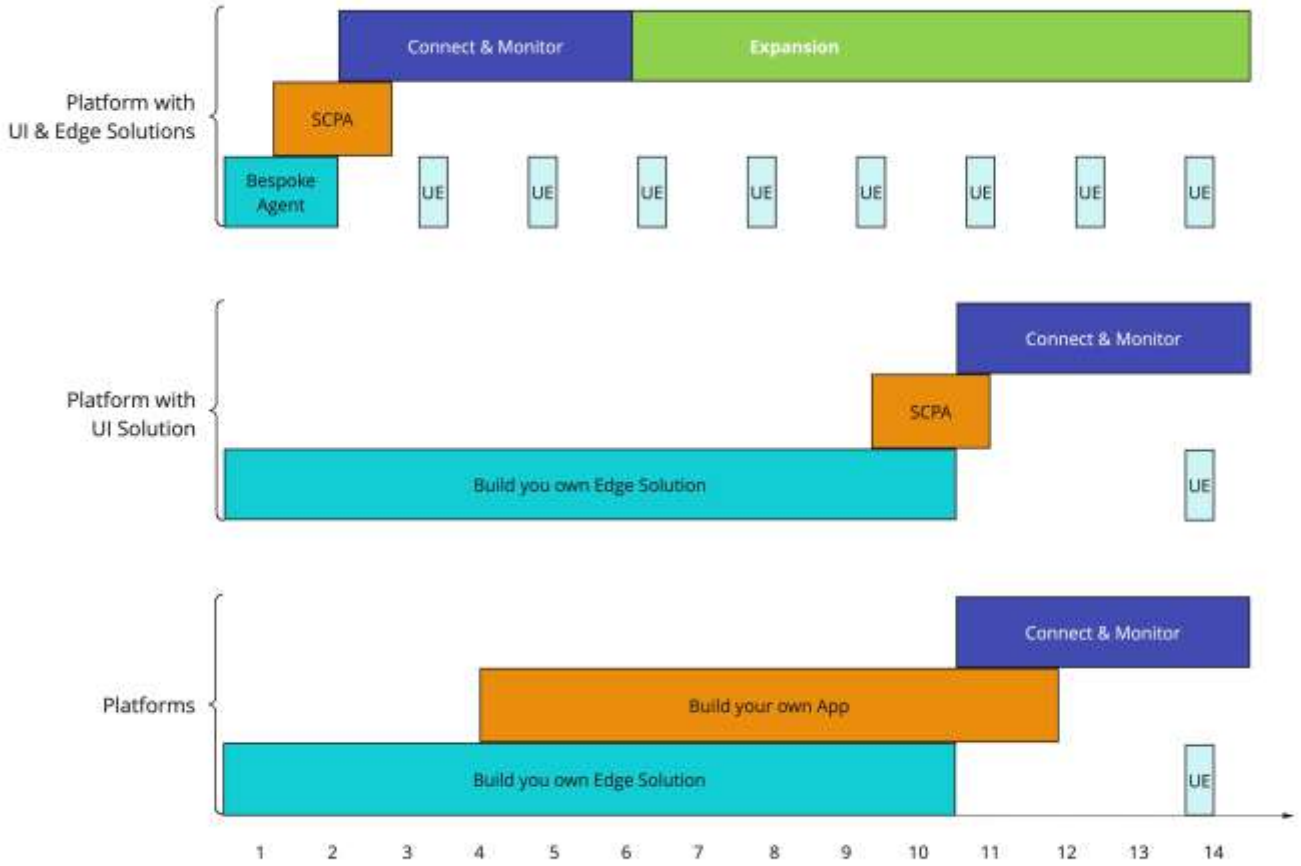
## Who should use a VRD?

A customer looking for a "**do it for me**" approach to PTC or a System Integrator-led implementation of OOTB functionality

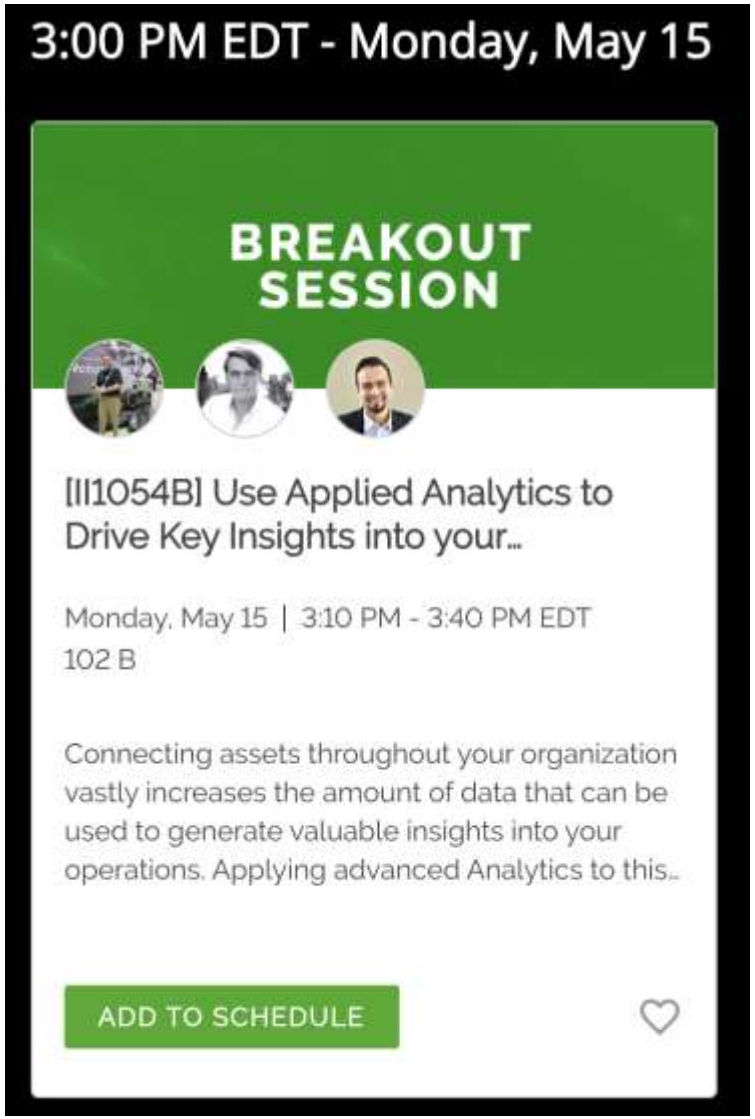
## How do I access VRD materials?

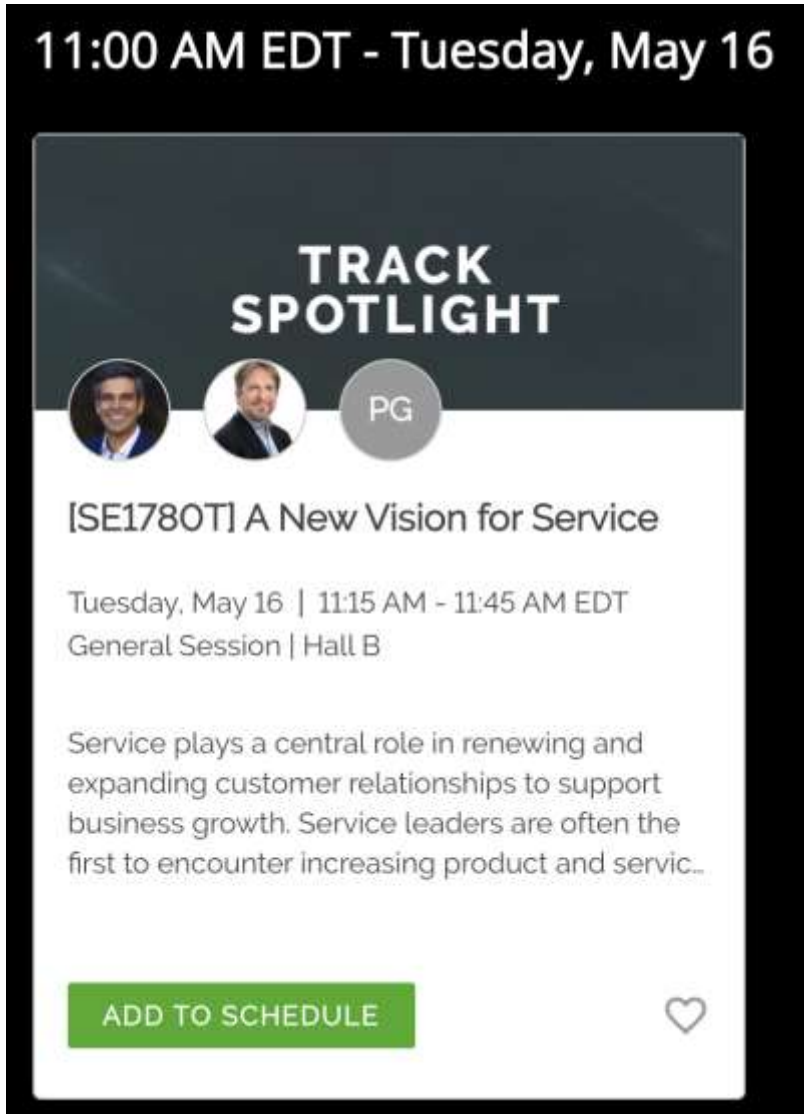
VRDs and supporting materials can be found on:
Workrails for internal PTC employees and Velocity for PTC partners

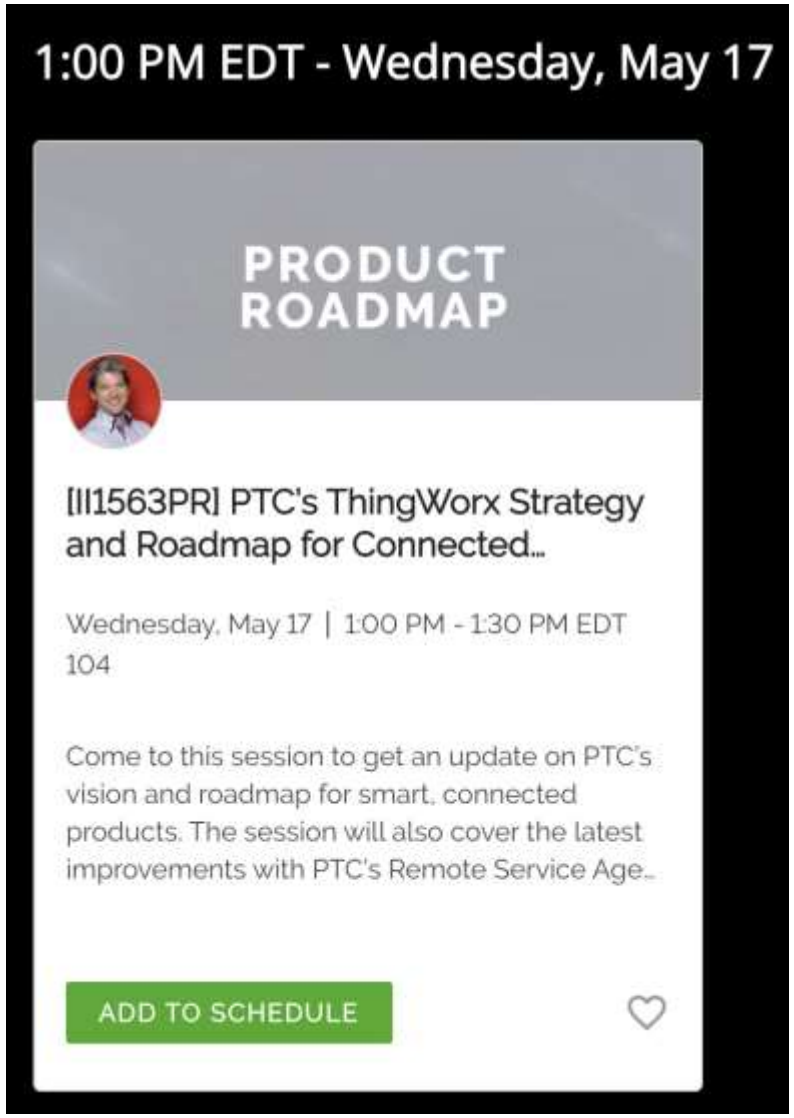
# SOLUTIONS WORK FOR YOU

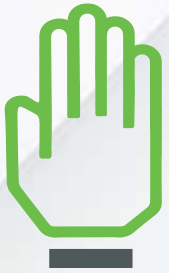


# ADDITIONAL SESSIONS YOU MIGHT APPRECIATE





# QUESTIONS?

## Thank you! You can find me at: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