

Complex Jobs

Plan and execute work orders for multi-resource, multi-day jobs



Not all service jobs are the same. Some jobs require multiple technicians working over several days, often in shifts around the clock. Planning and executing complex jobs increases the pressure on your dispatchers and your service teams alike.

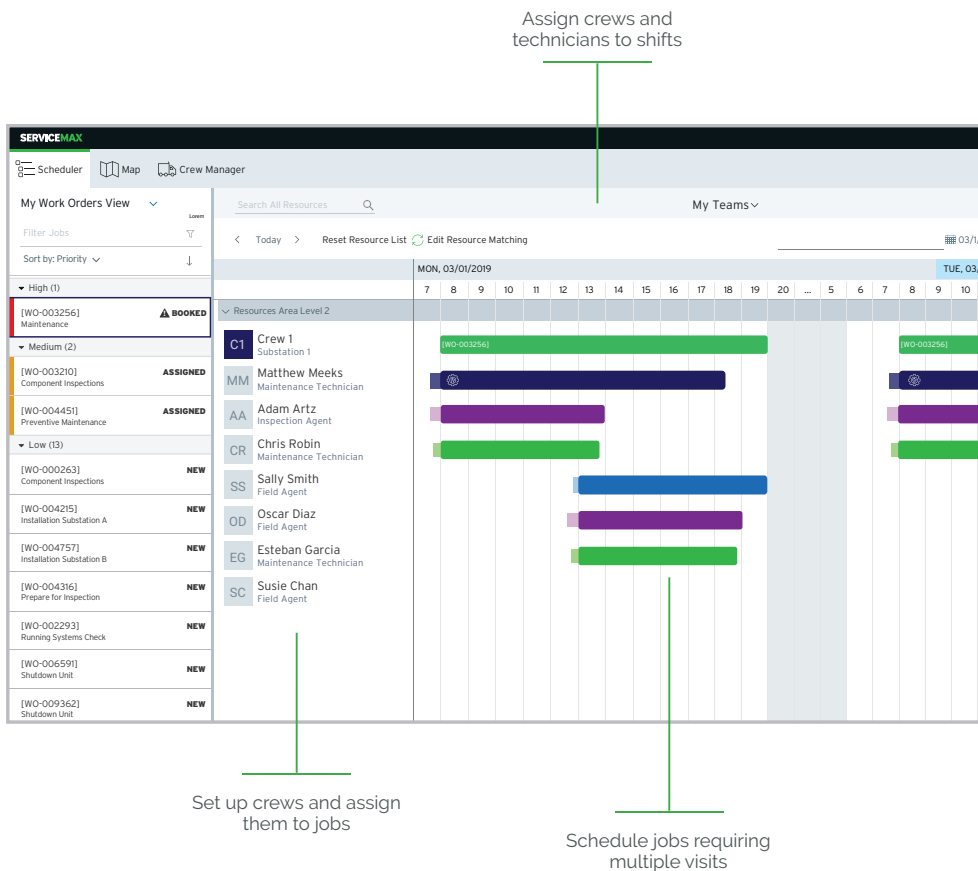
ServiceMax helps dispatchers optimize resource allocation for complex jobs that require careful orchestration of crews. These crews may be working regular hours or in shifts according to a shift plan. Resource availability is visualized on a Gantt chart, taking into account holidays and time off. Crews are instantly scheduled with a simple drag-and-drop for one or many jobs. Your teams will appreciate efficient coordination and your customers — faster execution.

ServiceMax Impact

12% increase in equipment uptime

23% increase in technician productivity

20% increase in customer satisfaction



Benefits

- Increase dispatcher efficiency
- Improve resource utilization
- Increase customer satisfaction
- Meet internal SLAs

Product Highlights

- View personnel and crew availability on a Gantt chart
- Easily create and manage crews
- Choose from more than 30 prebuilt shift templates
- Receive real-time mobile notifications

04 Morning shift: Work	01 Night shift: Work	05 Morning shift: Work	02 Morning shift: Work
11 Evening shift: Work	08 Morning shift: Work	12 Day shift: Work	09 Day shift: Work
	15 Day shift: Work	19 Evening shift: Work	16 Evening shift: Work
	22 Night shift: Work		23 Night shift: Work
04 Morning shift: Work	01 Night shift: Work	05 Morning shift: Work	02 Morning shift: Work
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	15 Day shift: Work	19 Evening shift: Work	16 Evening shift: Work
	22 Night shift: Work		23 Night shift: Work

Set up a shift plan based on templates

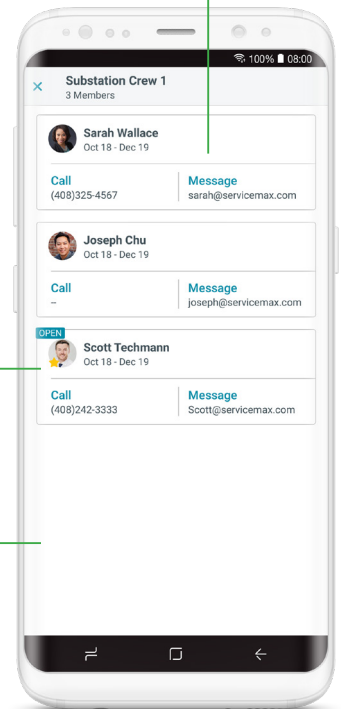
Leverage predefined templates

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Name ▲
Filter
Sample: 10-day fortnight shift plan
Sample: 12-day shift plan
Sample: 12-day shift plan with 3-on-4-off-3-on-2-off
Sample: 2-day-2-night-4-off shift plan
Sample: 20-on-10-off shift plan
Sample: 21-hour day shift plan
Sample: 24*7 shift plan
Sample: 24/48 pattern shift plan

Crew leader

Instantly view crew composition and contact crew members

Crew members



Features

- Schedule jobs of any length
- Create persistent crews with multiple technicians
- Adjust the time during which crew members stay on a job
- Assign a crew leader to oversee work
- Schedule resources on a crew with simple drag-and-drop
- Create shifts plans from predefined templates
- Create shift rotations for your business needs
- Adjust shifts for seasonality, holidays, and personal time off
- Enable real-time notifications between crew and dispatchers
- View crew details and contact members with a single click on mobile device
- Manage multi-visit jobs as a single entity

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.

