

PTC Arbortext Content Delivery (Formerly InService™)

Trustworthy, contextual service documentation and parts information — anytime, anywhere.
Make it simple. Make it smart. Make it accessible.

PTC Arbortext Content Delivery is a powerful scalable foundation which provides a single web portal to access your content, regardless of where it is created or stored across your enterprise.

PTC Arbortext Content Delivery enables access to updated configuration-specific, documents, precision search, navigation and filtration pinpoint, with powerful bookmarking, interactive notes sharing and feedback capabilities, allowing the user to find the necessary high-quality information, right on time, boosting productivity.

Arbortext Content Delivery provides rich “end-to-end” content enabling the highest quality formats with associativity back to Technical Publications. This holistic capability is a strong competitive differentiator for organizations that traditionally struggle with content focus, quality and accuracy limits inherent in disjointed approaches.



Technical Content at your fingertips

With a modern, adaptive and responsive user interface, Arbortext Content Delivery supports keyboard and touch-screen preferences across PCs and hand-held devices, providing access across the mobile workforce and customer base.

Key benefits

Rapid and efficient delivery of your content by:

- Publishing approved content directly from PTC Content Management, or 3rd party solutions
- Delivering technical and non-technical product documentation
- Including dynamic, interactive 3D and 2D illustrations that improve comprehension
- Ability to include your PDF legacy content with similar User-Experience
- Providing the same data updates to online and offline users

Improves end-user efficiency by:

- Shortening navigation and search time through a combination of intuitive textual and graphical navigation
- Selecting content in the language of choice
- Ability to create document bookmarks
- Ability to personalize your content by adding or sharing notes on your content
- Ability to print individual documents, or custom specific PDF books with navigation links
- Providing a feedback mechanism enabling a closed loop process for your tech pubs group

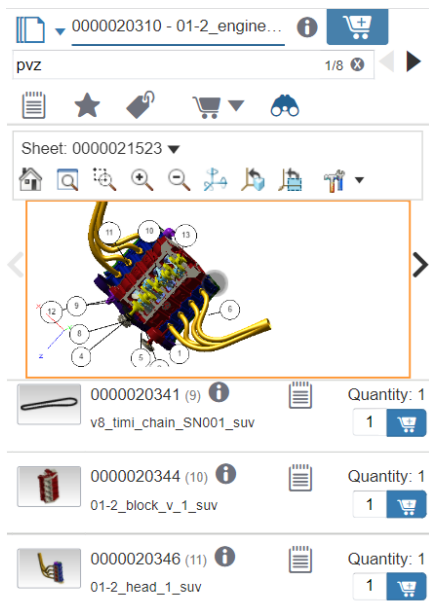
CHALLENGE	PTC SOLUTIONS	REALIZED EFFICIENCIES
Service productivity	INCREASE WORKFORCE PRODUCTIVITY Provide most current and accurate access to technical content and parts information relevant for the equipment at the point of service	25% INCREASE IN FIELD SERVICE PRODUCTIVITY 40% DECREASE IN REPAIR TIME (MTR)
Optimize Cash Flow	REDUCE SERVICE COSTS Increase productivity and efficiency to lower labor, material, and overhead service costs. INCREASE REVENUE Increase parts ordering revenue and lower order processing labor costs	5-12% REDUCTION IN SERVICE COSTS 10% INCREASE IN PARTS REVENUE 100s OF LABOR HOURS SAVINGS ON ORDER BOOKING AND TRACKING
Ensure operation of critical equipment	REDUCE UNPLANNED DOWNTIME Understand asset performance in real-time, and take a proactive approach to maintenance	5-20% INCREASE IN OEE (PROACTIVE MAINTENANCE)

Realized customers efficiencies

Features

Ease-of-use

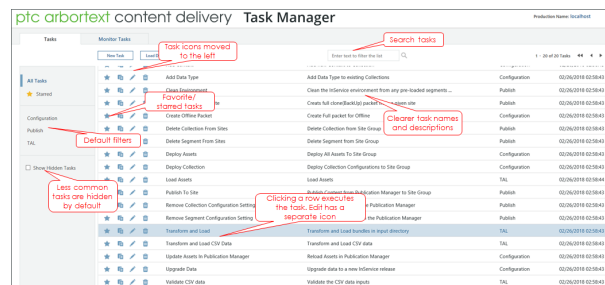
- Intuitive and easy-to-use web-based user interface
- Adaptive and responsive design
- Multiple browsers and mobile platforms support (iOS, Android and Windows)



Responsive mobile UI

- Leverage rich 2D/3D graphical illustration and PDFs on plugin-less environments (Chrome, iOS)
- Product-based navigation
- Filter content by product instances, product attributes and effectivity dates

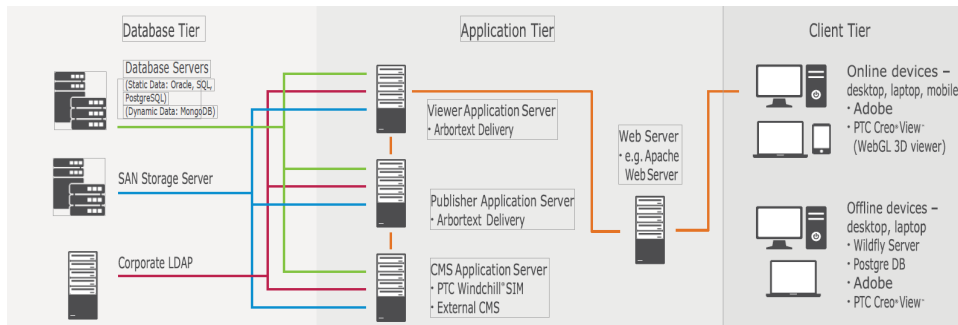
- Powerful product instances (VIN) Options & Choices auto-setting capabilities
- Intelligent free text and advanced search with smart auto-suggest
- Bookmark your content or product
- Access your recently generated searches
- Create private or public notes on the content
- Create custom specific pdf books with navigation links
- Send Feedback on the content or functionality



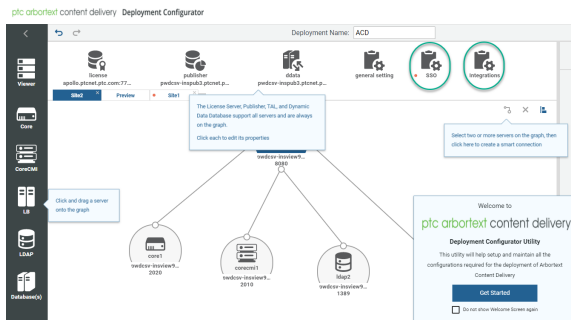
Task Manager GUI

Highly scalable architecture

- Web-native architecture for ease of integration
- Parallel processing and loading
- Easy to setup and update the deployment configuration using intuitive high-end "Deployment Configurator" GUI, and out-of-the-box templates

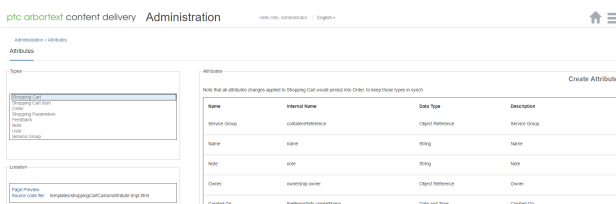


Enterprise class solution architecture



Deployment Configurator GUI with built in SSO and Ordering system integrations configuration points

- Synchronized deployment to multiple sites – clustered servers
- Support for clustering for large scale deployments and data sets
- Cloud compatible architecture with efficient interoperability with PTC Windchill® Service Information Manager™ cloud deployment
- Easy to deploy customization using Arbortext Content Delivery Installer framework
- Customizations upgrade tools provided to streamline the upgrade process, and reduce costs of ownership
- Installer process for Hot-Fixes
- Data and Software upgrades while maintaining 24x7 availability for the end-users



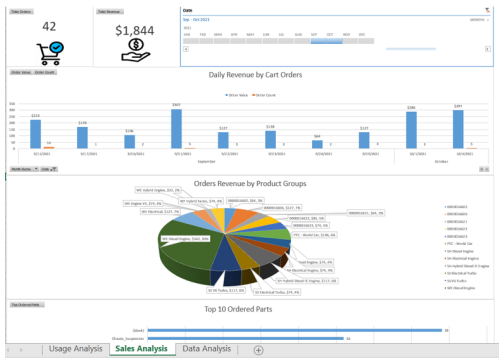
Custom attributes and shopping parameters set via the Administration>Attributes utility

End-2-End solution from publishing to delivery of technical content

- End-2-end compatibility with PTC and Arbortext applications suite: PTC Arbortext® Editor™, PTC Arbortext® Styler™, PTC Creo® Illustrate™, PTC Arbortext® IsoDraw™ and PTC Arbortext® Publishing Engine™
- Content publishing module integrated with PTC Windchill® Service Information Manager™
- Full publishing support for Cloud, with an ability to transfer and load zip file bundles via SFTP
- Scalable CSV loader for third-party content loading
- Incremental data loading to online and offline instances
- Various input format types – XML, PDF, MS Office formats (download only), 2D/3D graphics, multimedia files mp3, mp4
- 2D/3D graphics loading and viewing without plug-ins

Enterprise class systems integration

- LDAP integration
- Single sign-on (SAML 2.0 industry standard solution, using PingFederate)
- Compatible with Oracle J2EE
- Various APIs for interfacing with external systems such as ERP, diagnostic and parts management
- ACD Analytics package available for system usage and monitoring



ACD Analytics

Value of PTC Arbortext Content Delivery for Service Content

Often, the technical information needed to complete a task, particularly an unplanned repair, is spread across multiple documents and databases and must be pulled together manually. This leads to errors, delays, and wasted effort, with multiple trips back to the depot for parts, tools and service information. All these factors reduce maintenance efficiency, which increases downtime and decreases profits.

PTC Arbortext Content Delivery solves that industry problem by providing the Service technicians and equipment operators access to updated, configuration-specific, service information for their task at hand. Precision search, navigation and filtration pinpoint the user to the necessary high-quality information, boosting technician productivity and increasing field efficiencies.

Key benefits

Reduces content delivery cycle by:

- Ensure that customer service, technical support and field service operations have access to the most up-to-date information
- Aggregating multiple sources of content into a single delivery platform via PTC Windchill® Service Information Manager™
- Scalable CSV loader for third-party content loading
- Scalability via clustered servers supporting 24/7 uptime with no-downtime when performing content updates
- Efficient incremental processing of service content

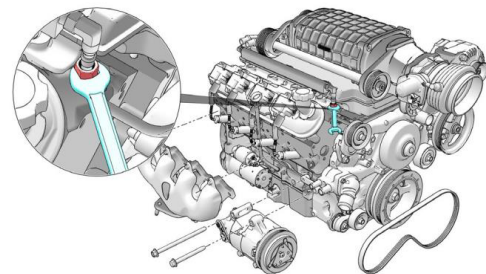
Improves time user efficiency by:

- Increasing service accuracy by dynamically filtering the content for the users
- Shortening repair and maintenance resolution time
- Access and synchronize your content while connected or offline

Features

Dynamically delivers service technical information across a comprehensive range of formats

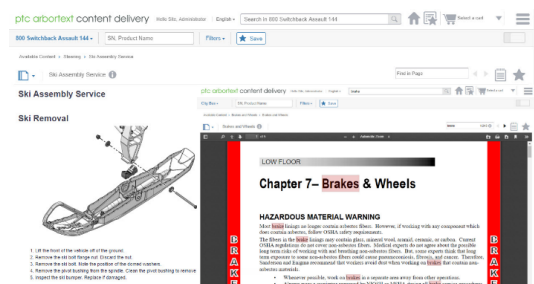
- Supporting DITA XML formats and others
- Interactive parts lists
- Product as configured
- Service procedures
- Operating instructions
- Bulletins
- Schematics
- Animations
- Maintenance guidelines



2D/3D graphical supplementation of procedural information

Supports online and offline/disconnected modes

- Single source multiple delivery channels



XML and PDF formats supported

Value of PTC Arbortext Content Delivery for Service Parts

Often, the parts information required for completing a product specific repair task is hard to locate, inaccurate and outdated. This leads to errors, delays, and wasted effort, with multiple trips back to the depot for parts, tools and service information. All these factors leads to reduce maintenance efficiency, increases downtime and decreases execution time, customers satisfaction, and profits.

PTC Arbortext Content Delivery solves that industry problem by providing relevant, accurate product specific spare parts catalog to mechanics and technicians, which when linked with service content increases productivity through faster, more consistent and efficient execution of unplanned or planned maintenance jobs. This boosts first time fix rates (FTFR), reduces manpower requirements and downtime cost, improves safety and compliance, improves mean-time-to-repair (MTTR), and increases customer satisfaction, without compromising on quality

Key benefits

Improves fix efficiency by:

- Product specific parts look-up
- Increasing service parts accuracy
- Shortening repair and maintenance resolution time
- Precisely relating and filtering service and parts information
- Delivering dynamic, interactive 3D and 2D illustrations that improve parts identification
- Visual indication of parts added to cart
- Seamless link to related service content

Improves service parts revenue by

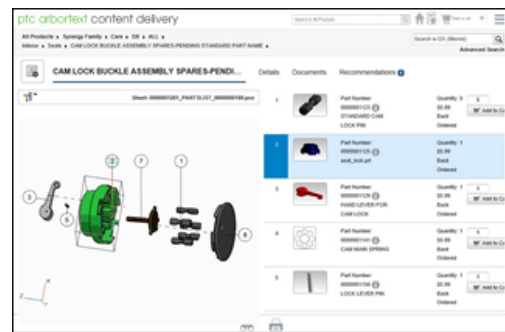
- Optimizing revenue through easy to use parts catalog
- Shopping cart integrations with ERP for Parts pricing, parts availability and shopping cart submission
- Related parts options: Recommended, Alternative, Superseded, Cross-Reference parts

End-2-End solution from publishing to delivery of service parts content

- Content publishing module integrated with PTC Windchill® Service Parts™
- Scalable CSV loader for third-party content loading

Quick and accurate service parts identification and ordering

- Easily create and manage your shopping carts or wish-lists in the shopping center
- View real-time price and availability
- Illustration and parts-list interactive linking



2D/3D interactive parts catalog

Learn More

For more information about Arbortext Content Delivery and the entire portfolio of Arbortext software products, visit: www.ptc.com/go/arbortext

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