SERVICEMAX

Field Service Management Software

The ServiceMax Field Service Management solution helps original equipment manufacturers and service providers execute the entire service delivery process. We help customers deliver differentiated services that drive new sources of revenue, improve efficiency, and boost customer loyalty.

VIEW DEMO

# ServiceMax Knows Field Service Management

Widely recognized as a Field Service Management industry leader, ServiceMax is often praised for our product innovation, customer success and unique market expertise. Since its inception, ServiceMax has delivered many industry firsts, especially in areas such as mobility and Connected Field Service. Our Global Customer Transformation team is staffed with industry experts with decades of field service experience, whose job is to help customers improve their processes and realize a strong ROI from their FSM investments. Our active online community boast thousands of users worldwide. These are just a few of the reasons Gartner named ServiceMax a Leader in the 2019 Magic Quadrant for Field Service Management, and positioned us highest in "Completeness of Vision".

Scheduling and Dispatch

Take advantage of powerful capabilities for planning and scheduling work to improve technician utilization, service efficiency, and your customers' experience. **Service Board** empowers planners and dispatchers to get a complete work overview, zoom-in on relevant information, and make the right business decision with confidence. Its capabilities include intelligent resource recommendations, powerful contextual search, tracking technician locations, personalized job and resource views, real-time job notifications, and automatic recurring events scheduling.

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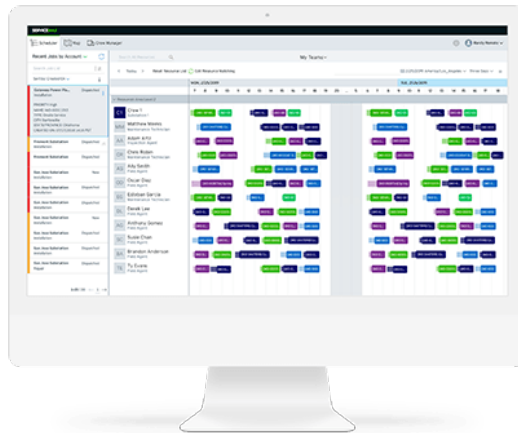
Work Order Management

To ensure a service experience that exceeds your customers' expectations, ServiceMax provides functionality to help you manage and track work orders through all stages, from creation and assignment through job execution, debrief, and customer sign-off.

Dispatchers leverage **Service Board** to create work orders, schedule jobs via drag and drop, get intelligent resource recommendations, track technicians, predict drive times, and much more. Technicians, upon work order assignment, use the mobile app **ServiceMax Go** to access information on the work order, capture the job execution details, and debrief. Dedicated, no-code work flows ensure your technicians perform jobs consistently across different teams and geographies.

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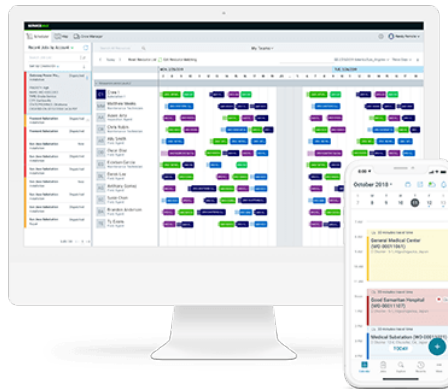
Mobile Technician Enablement

Your inhouse and third-party technicians are always on the go; don't slow them down with old technology. With ServiceMax Go, our mobile app, technicians see an average 23% improvement in productivity–almost an entire extra day in their weekly schedules without additional overtime. Unlike other apps, ServiceMax Go not only provides information about any work order, location, routing, and assets to be serviced, but is highly configurable and extensible, enabling seamless access to IoT diagnostics, collaboration, asset database, checklists, knowledge base, parts search, and more.

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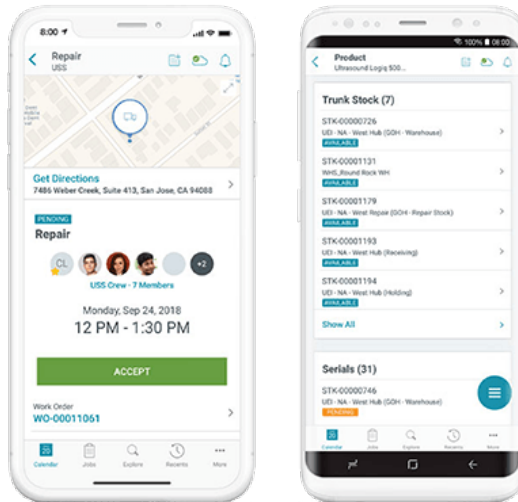
Secure Real-Time Communication

It is vital for your technicians to connect to people and information that can help them solve issues quickly. If field service solutions don't include a secure way to communicate, your field service personnel will fall back on using non-compliant, unmanageable consumer apps. ServiceMax provides a secure, real-time communication solution that connects mobile workers with the knowledge and expertise that drives results. Purpose-built for service teams, technicians can connect to experts, the back office, management, and each other using whichever mode works best – including 1:1 or Group Messages, Voice, Video, Push to Talk, Hotline Groups, and Broadcasts. Central administration and communication analytics ensure the right people are part of the conversation.

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(https://lp.servicemax.com/Zinc-Video-Product-Overview.html)

Installed Base Management

ServiceMax Installed Base is the system of record for as-maintained data. It ensures you have real-time and accurate information about your equipment throughout their lifecycle. While servicing the equipment, your technicians can access information about equipment maintenance history, product configuration, exact location, and other critical data to improve their service execution. They can update equipment notes, capture and share configuration photos and videos, email service reports, and more.

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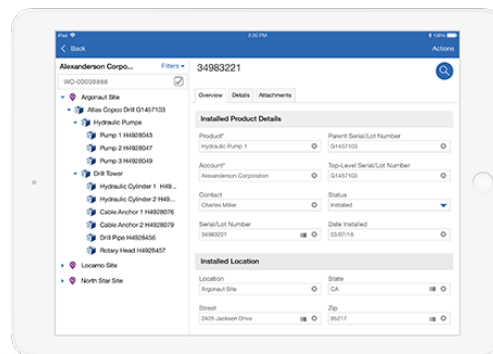
Contractor Management

To achieve your service outsourcing goals with contracted partners, you need to fully enable them for success. ServiceMax Partner Community makes your service channel transparent and lets you securely share information with your contractors, empowering them to deliver great service on your behalf. Your contractors can look up just about anything: product information, available parts, service contracts, and warranty details, and you can pursue your partner strategy while controlling your customers' experience.

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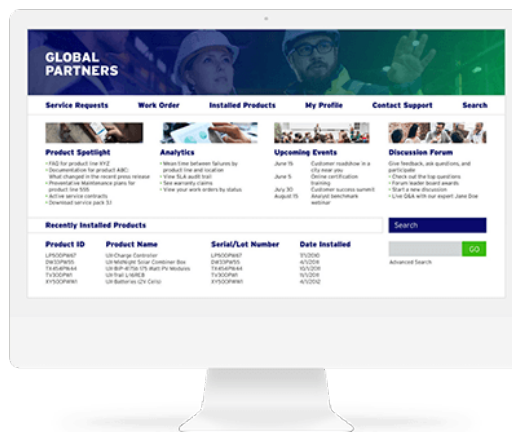
Schedule Optimization

Service organizations with a large distributed field workforce operating across multiple territories and dealing with high volumes of work orders cannot rely on dispatcher experience alone to drive the most effective scheduling decisions. ServiceMax Schedule Optimization, powered by a sophisticated algorithm engine, creates optimized schedules and routes – automatically, in real time, and based on the service organization's business objectives. Leveraging Schedule Optimization provides you with maximum resource efficiency for any service demand.

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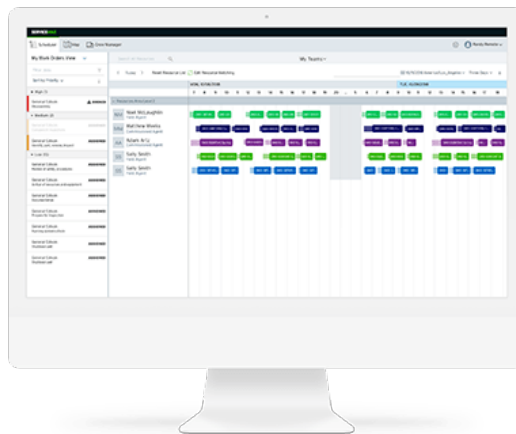
Entitlements

ServiceMax can make free service and warranty leakage a thing of the past by automating the entitlement verification. Contracts, warranties, and pricing data are available throughout the service process to ensure accurate billing and clear customer communications.

When quoting new work in the field, technicians can access accurate pricing details even when an Internet connection is unavailable.
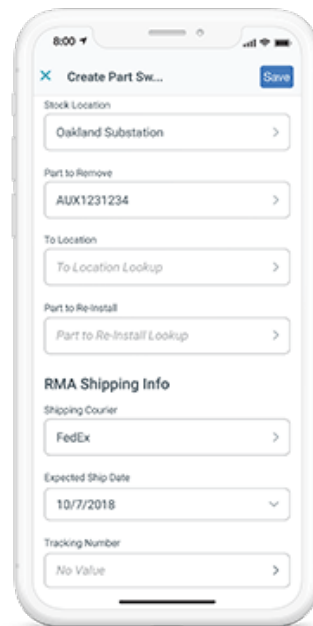
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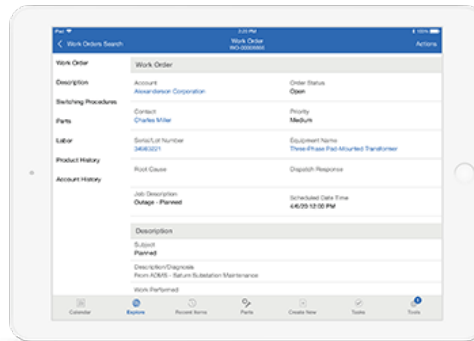
Parts and Returns Management

ServiceMax FSM ensures you have parts visibility across technicians, locations and at depots. However you deliver maintenance, ServiceMax keeps service logistics efficient so you can keep your operations streamlined. In fact, the average ServiceMax customer decreases mean time to repair by 13%.

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IoT and Preventive Maintenance

Industrial IoT has transformed the way companies operate by delivering real-time equipment data for better decision-making. By feeding asset performance and configuration data into a robust service execution engine, service, maintenance and reliability teams can get to issues before they turn into failures, thereby avoiding costly unplanned downtime.

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Complex Jobs Planning and Execution

Complex jobs and 24x7 operations require competent planning. ServiceMax FSM helps optimize scheduling of complex jobs with shift planning, crew management, and maintenance planning capabilities. Planners and schedulers gain accurate information about technician availability, so they can deploy personnel and third-party contractors efficiently for projects.

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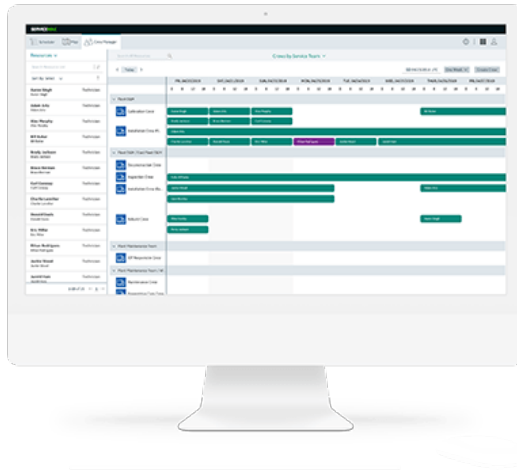
Service Flow Manager

The ServiceMax Service Flow Manager enables service organizations to adapt processes to market, organizational, and technology changes. The powerful business workflow engine ensures consistent service execution across mobile and web platforms without coding, while adapting to your evolving business needs through flexible configuration.

Prebuilt workflows, the result of years of experience in the service industry, can be executed on different objects of the ServiceMax platform such as accounts, service contracts, work orders, installed products, and parts, making it easy for administrators to implement new flows.

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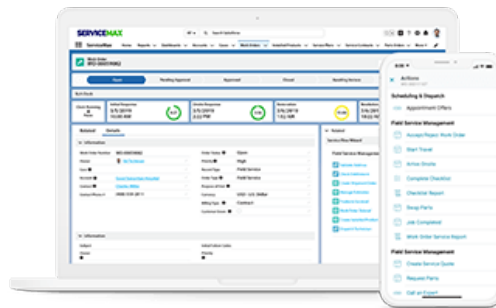
Customer Engagement

With ServiceMax Customer Community you can effectively partner with your customers and provide them with self-service capabilities, allowing them to – quickly, easily, and safely – access information, and perform tasks like create service requests, view past and present work orders, or see the history of their installed products. Fully integrated with the cloud-based ServiceMax field service management platform, Customer Community becomes a conduit for your brand and enables you to share a subset of its service data and processes - completely configurable for a consistent look and feel across your customers' devices.

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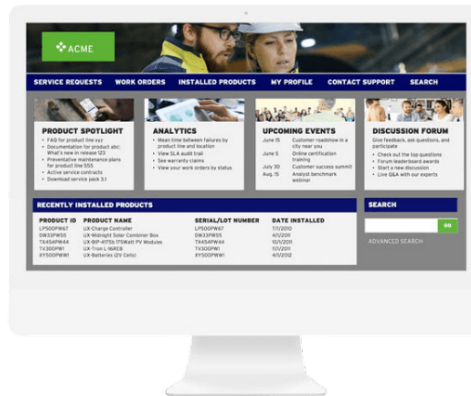
Dashboards and KPIs

ServiceMax Dashboards and KPIs provide you with insights into your service operations, give you visibility into every aspect, and surface areas of improvement. You can leverage self-service dashboards, reports, and Service Performance Metrics, a prebuilt dashboard to monitor critical field service metrics, such as first-time fix rate and utilization. In fact, the average ServiceMax customer reports decreases in service costs by 14%.

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SIGN UP FOR A LIVE SERVICEMAX DEMONSTRATION

SCHEDULE DEMO

See the Business Impact

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Customer Story: MilliporeSigma

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**ServiceMax Named a Leader in the
2019 Gartner Magic Quadrant for
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More than 400 companies across the globe
have turned to ServiceMax to help them
keep the world running.

Learn how ServiceMax can help you improve asset uptime and optimize resource productivity.

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