

# Gestione ottimizzata della manualistica tecnica e dei cataloghi ricambi

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“In every manufacturing segment today, the competitive battleground is changing dramatically... customers will be won or lost and financial targets will be hit or missed based on the efficiency and quality of service delivery.”

Michael Blumberg, “Service Lifecycle Management (SLM): The New Competitive Frontier”



## Poor Service Experience

- DEALERS, TECHNICIANS & CUSTOMERS UNABLE TO ACCESS APPLICABLE PARTS INFORMATION FOR REPAIR
- HIGH SERVICE TIME – 40% OR MORE – IS SPENT SEARCHING FOR PARTS INFORMATION
- UNPREDICTABLE REPAIR AND RESOLUTION TIMES
- HIGH PRODUCT DOWNTIME



## High Service Costs

- INACCURATE PARTS LISTS RESULT IN PARTS ORDERING ERRORS AND DELAYS
- HIGH INVENTORY COSTS ASSOCIATED WITH CARRYING COSTS OF OBSOLETE PARTS
- OUT OF DATE SERVICE PARTS REPLACEMENT PROCEDURES DON'T MATCH THE PRODUCT
- ~25% OF SERVICE ORDERS REQUEST MULTIPLE PARTS BECAUSE THE TECHNICIANS ARE UNSURE OF WHICH IS THE RIGHT ONE



## Lost Business Opportunities

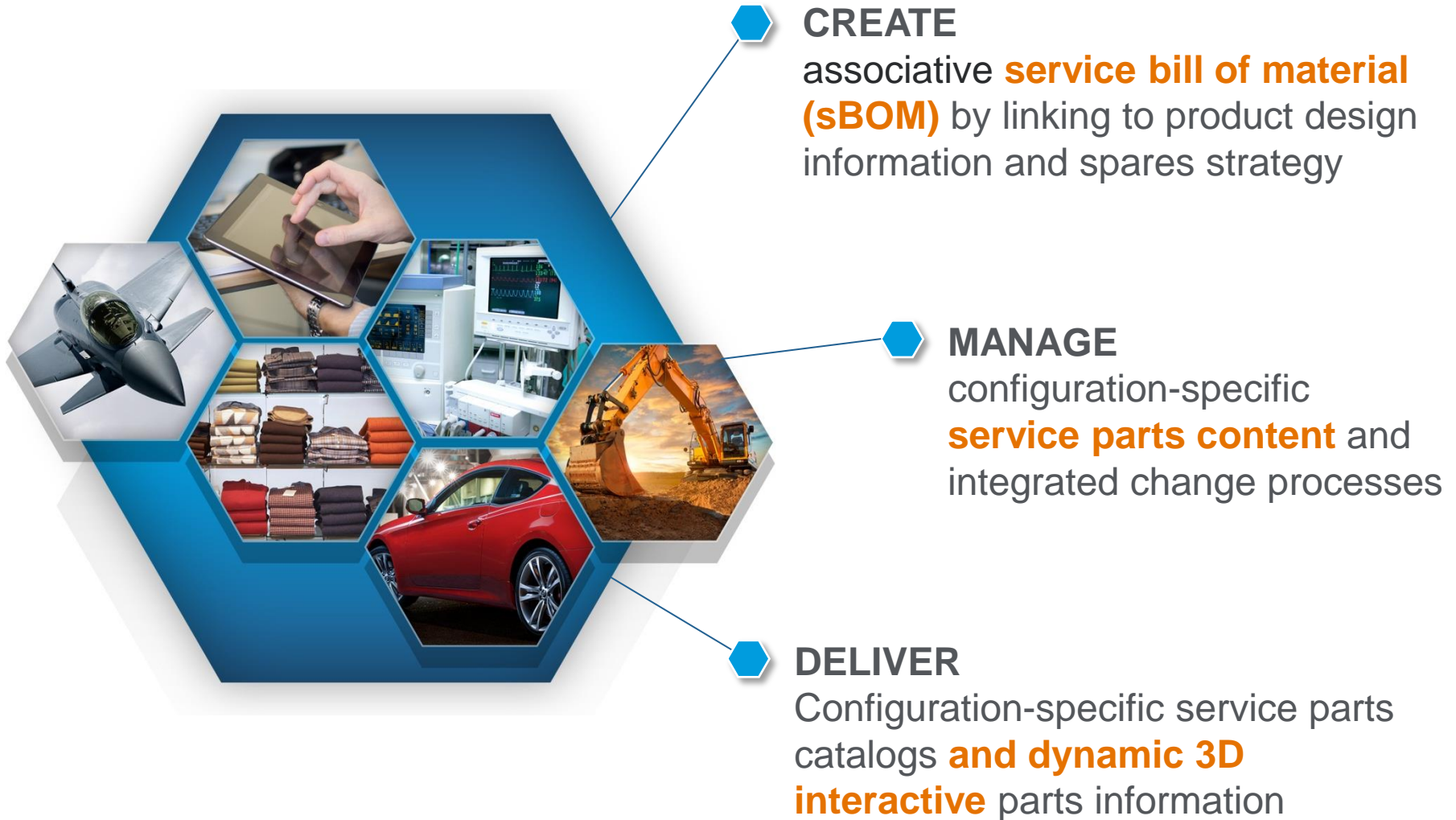
- NEW PRODUCT SHIPMENTS ARE DELAYED
- LACK OF CONFIDENCE IN PARTS ACCURACY REDUCES SALES
- OPERATIONAL RISKS INCREASE WHEN INACCURATE PARTS ARE USED - THE COMPANY FACES MORE LIABILITIES



## Accurate, up-to-date parts information

Increases part ordering accuracy and efficiency throughout the service network (field service, contact center and parts depot) by providing access to the best option service part based on specific product configurations, warranty coverage and service events.





“Currently, the average service firm reveals a 56% level of utilization which means that nearly half of an average worker’s day is spent in non-productive tasks.”

– Aberdeen Group  
Mobility in Service (2010)



## Inaccessible

- UNABLE TO PERFORM SERVICE DUE TO LACK OF INFORMATION
- MUCH SERVICE TIME – 40% OR MORE – IS SPENT SEARCHING FOR INFORMATION.
- REPAIR AND RESOLUTION TIMES ARE UNPREDICTABLE.
- PRODUCT DOWNTIME RISES.



## Outdated

- FREQUENT ERRORS CAUSE REWORK.
- OPERATOR INSTRUCTIONS AND SERVICE PROCEDURES DON'T MATCH THE PRODUCT.
- MISTAKES ABOUND IN IDENTIFYING AND UTILIZING SPARE PARTS.



## Undeliverable

- NEW PRODUCT SHIPMENTS ARE DELAYED. INBOUND SUPPORT CALLS SKYROCKET.
- REPAIR CYCLES SLOW – OR EVEN HALT. SERVICE PRODUCTIVITY FALLS.
- OPERATIONAL RISKS INCREASE. THE COMPANY FACES MORE LIABILITIES.



## Dynamic Task-Based Service Intelligence

Provides end-users with relevant, up-to-date technical information specific to product configurations and service events to improve service efficiency.





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