

“The world is in the midst of a paradigm shift in manufacturing one that integrates diverse sets of **ideas, products and services globally.**”





Total Lifecycle Management for High Performance Buildings
Comfort, Energy Efficiency and Higher Productivity

~25% Revenue

From New Innovative Product-based Services
and growing

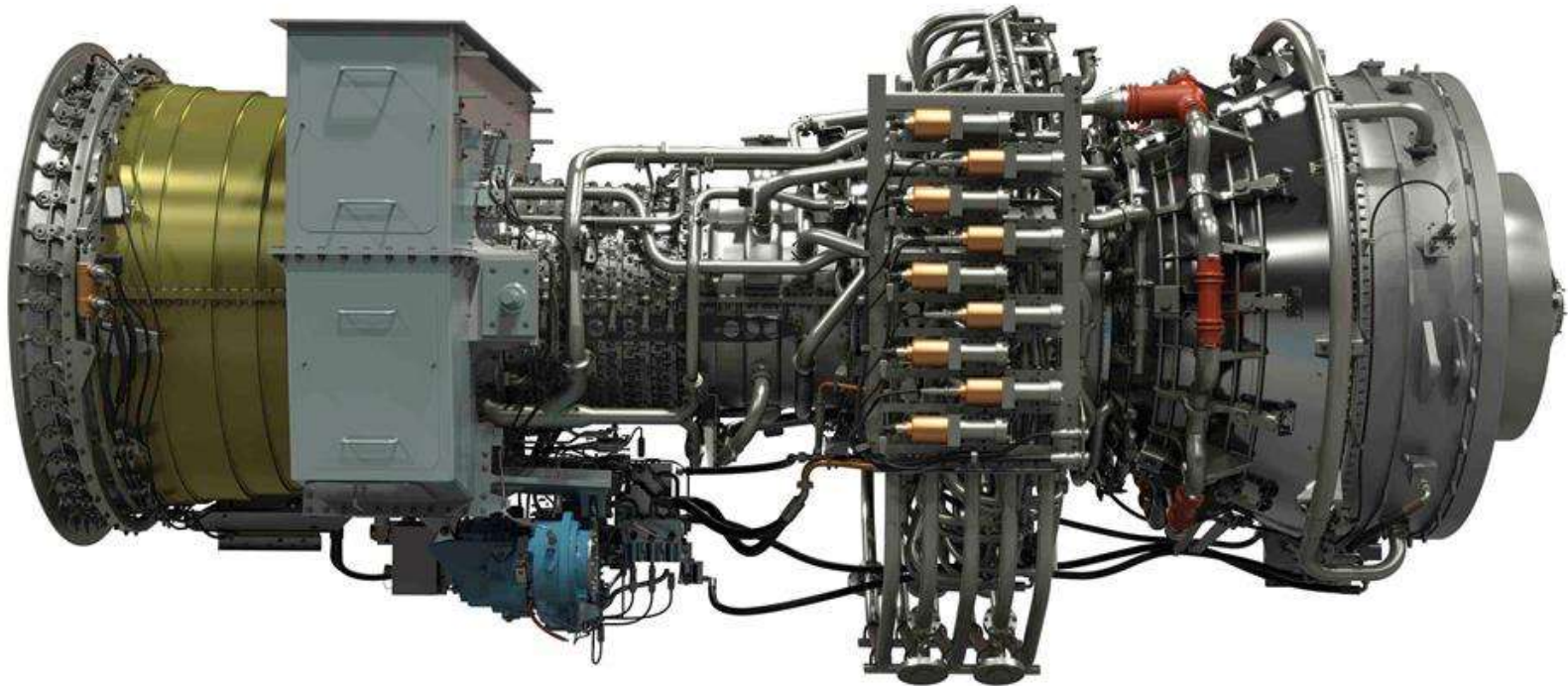
~32% Revenue

From Service and Parts
and growing





Schaeffler Industrial Services





“Power by the Hour”



Productivity and Efficiencies

1% Fuel Burn Reduction
=\$10M Savings to Airline

1 Hr Increased Utilization of Aircraft
=\$100M Additional Productivity Gains

5% Annual Productivity Increase of GE Services
=\$15M Cost Savings for GE

PRODUCT MODEL

SERVICE PARTS

FIELD SERVICE
Break / Fix Model
Cost-plus

SERVICE CONTRACTS
SLAs

OUTCOMES-BASED SERVICES MODEL



Service Continuum



Sale of Products



Sale of Outcomes





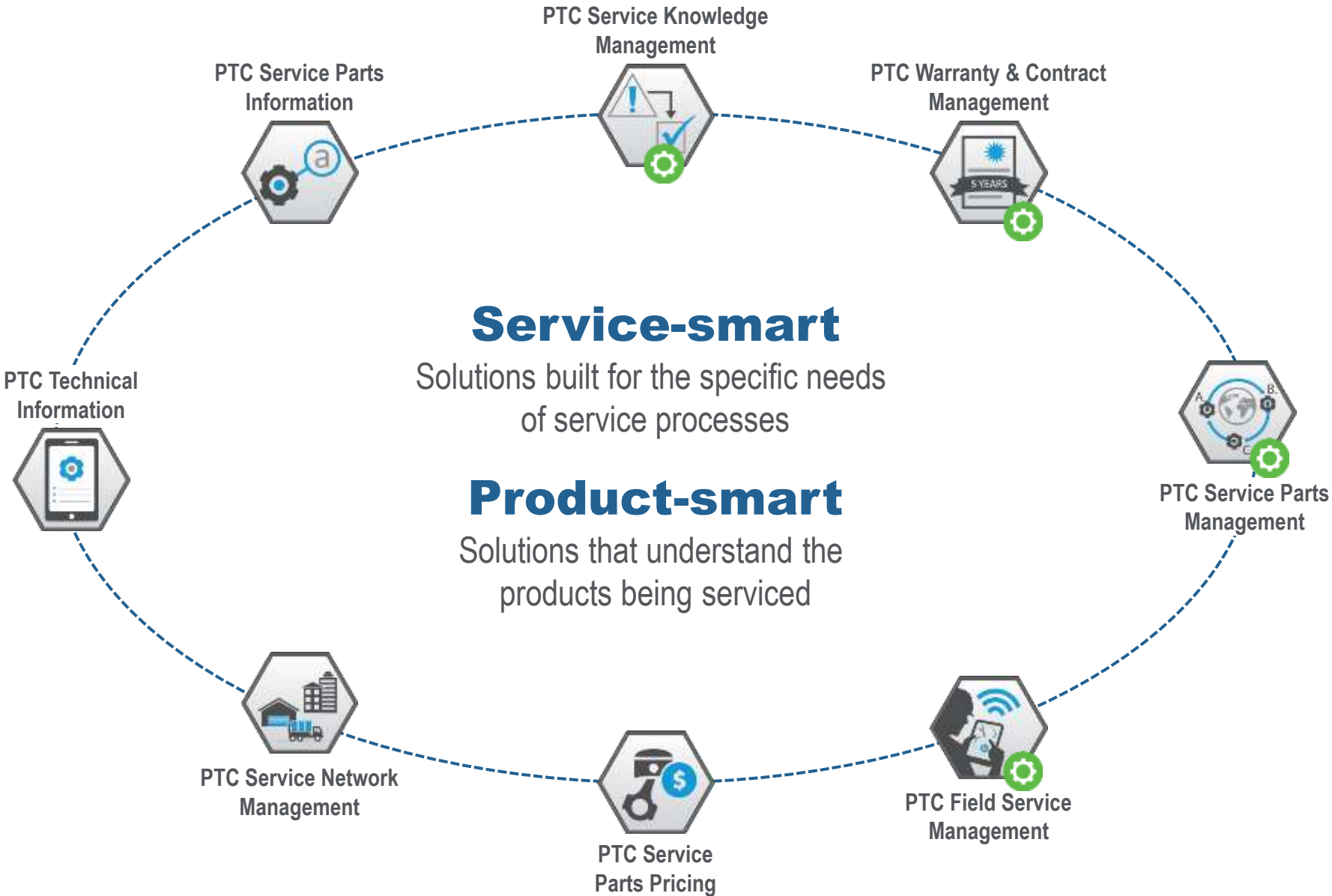
**Services
Culture**

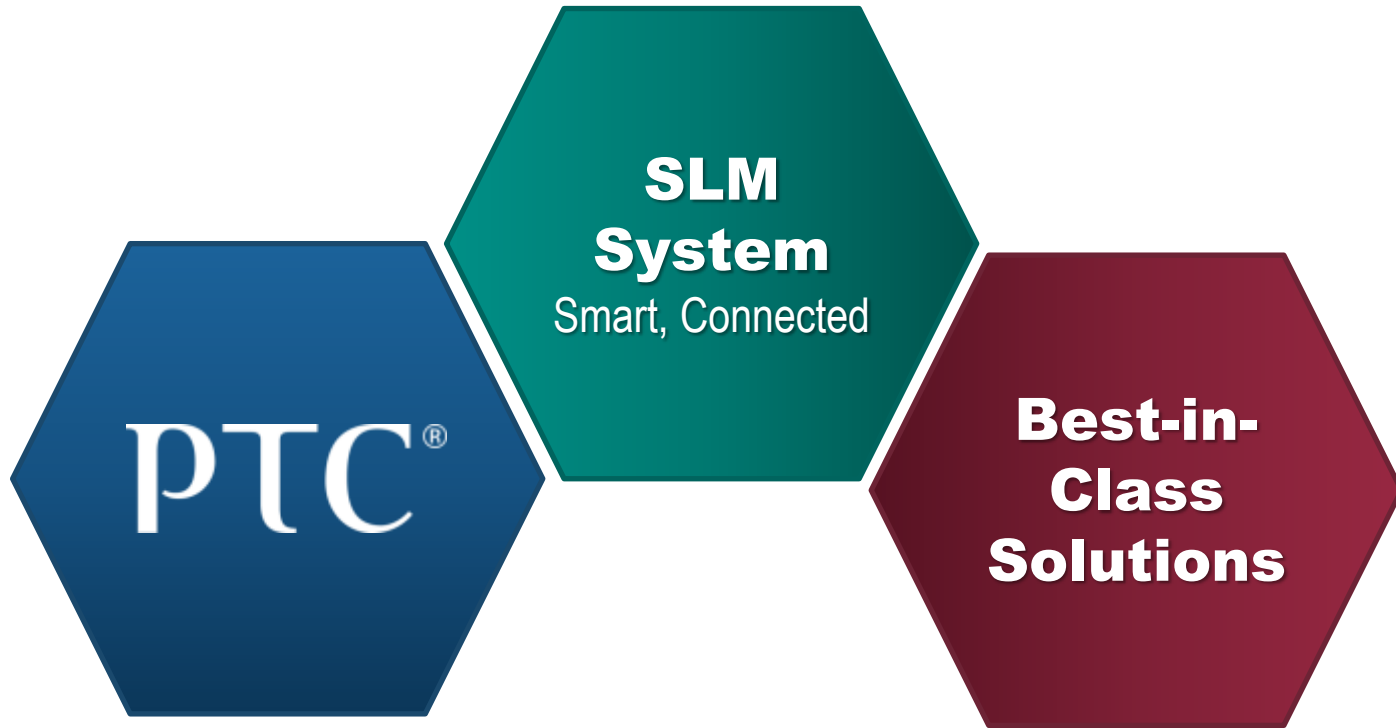
**Process
& Change
Management**

**Service
Information
Technology**









'Connected' Service Knowledge Management & Remote Diagnostics



Resolve Issues Remotely & Quickly
Avoid Dispatch
Increase First Time Fix Rates

'Connected' Field Service Management

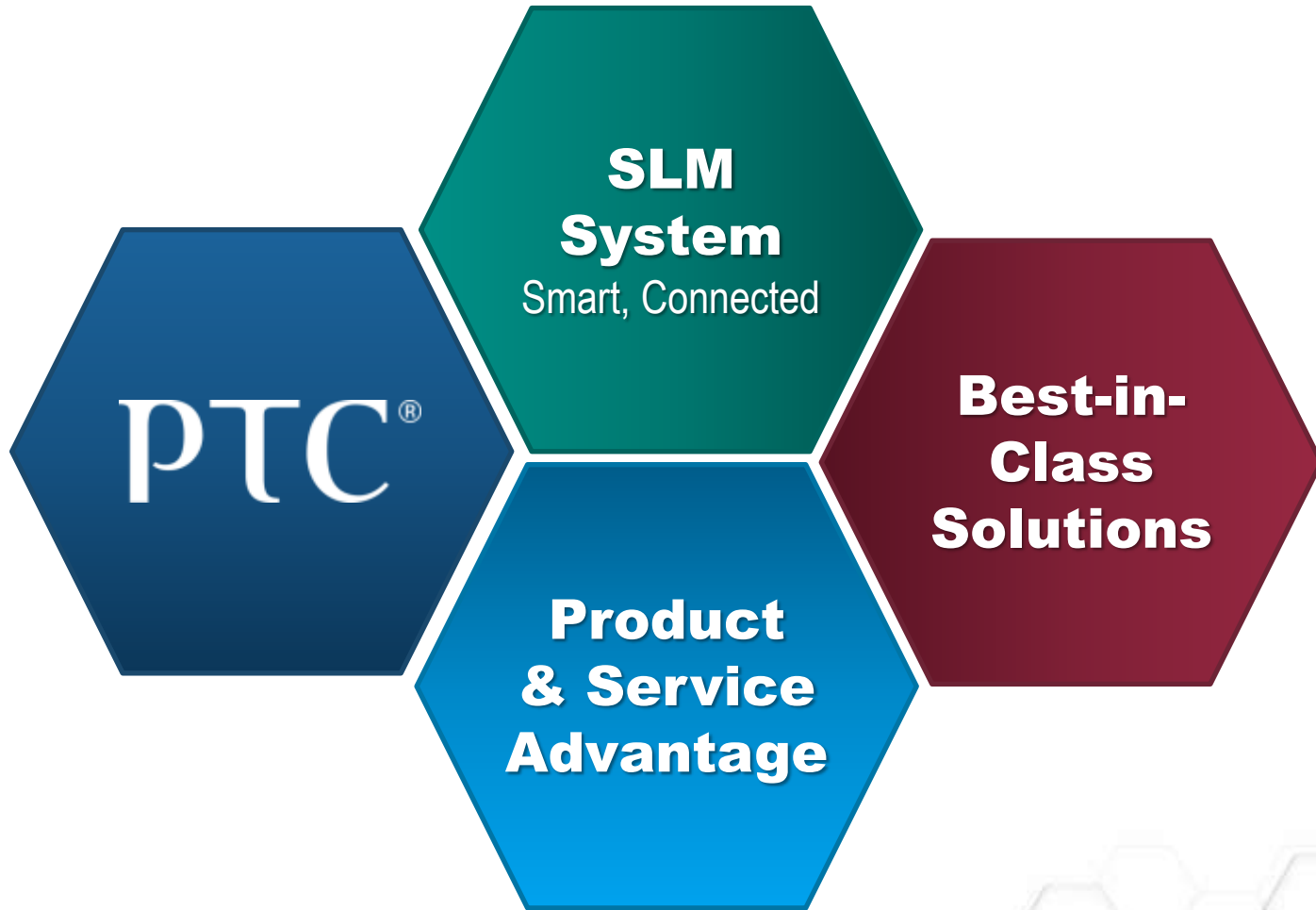


Automate Dispatch & Speed Repair
Increase Technician Productivity
Reduce Down Time

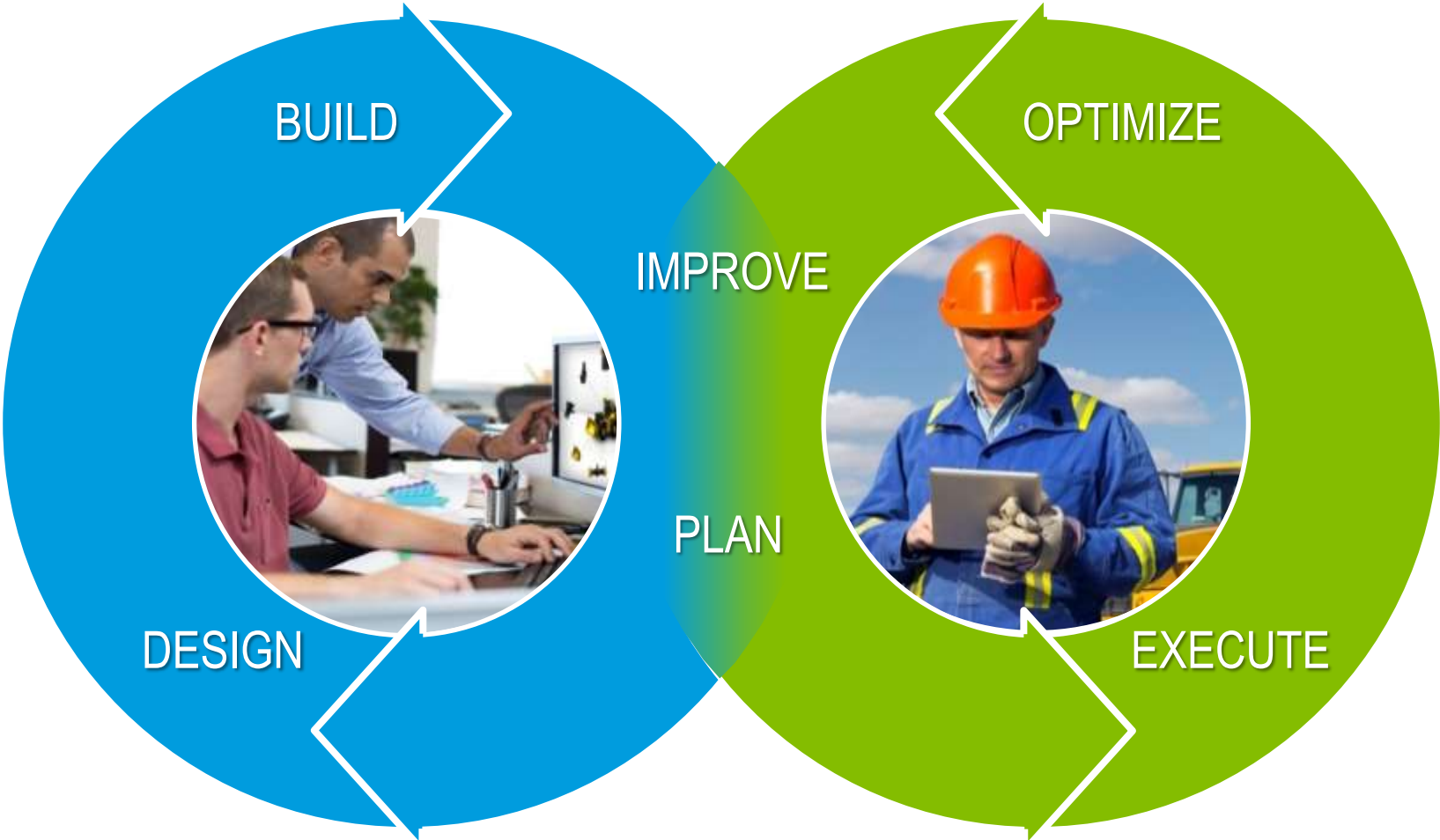
'Connected' Service Parts Planning

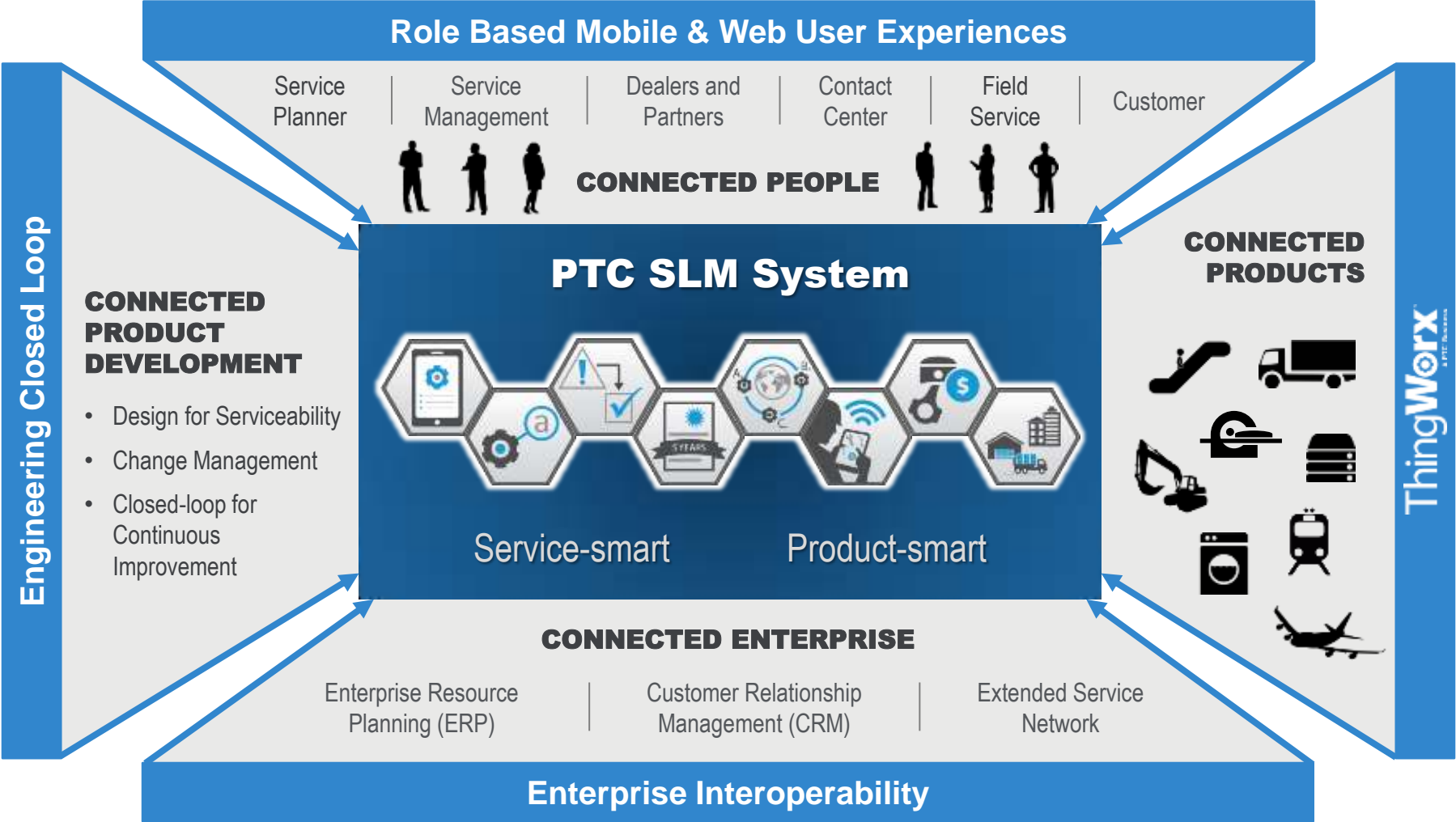


Forecast based on install base visibility
Improve fill rates and parts availability
Reduce inventory carrying costs



Product & Service Advantage





SERVICE TRANSFORMATION

PTC[®] **PRODUCT & SERVICE
ADVANTAGE[®]**