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Teamcenter for the service planner
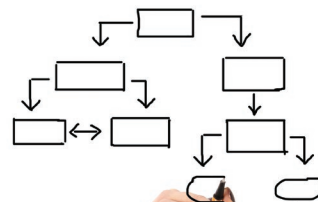
Planning service accurately

Benefits
- Enables service compliance with approved service plans for assets and product variants
- Leverages engineering and manufacturing data increasing service plan accuracy
- Improves service efficiency by facilitating accurate and detailed service event planning
- Increases asset availability and reliability by defining service requirements and frequencies that enable you to support advanced service operational models
- Enhances service quality by ensuring that approved service procedures are defined and followed

Summary
As products become more complex, more expensive and more important to meeting today's business objectives, maximizing their reliability and availability has become critical in many industries. Owners of revenue-generating assets (whether it is an industrial machine, airplane, power generator or medical device) need assurance that these assets comply with their prescribed manufacturer as well as regulatory-required operational conditions and performance specifications. In delivering these complex products to customers, manufacturers must provide maintenance informa-tion to support their product's operational life.

As part of the Teamcenter Service Lifecycle Management (SLM) product suite, Teamcenter for the service planner is built on Teamcenter® software from Siemens PLM Software to enable manufacturers and service organizations to develop and man-age service plans. This solution supports proactive service models such as preventa-tive, condition and reliability-based maintenance. Teamcenter helps organiza-tions leverage information to improve the

accuracy of their service planning and ser-vice quality initiatives, as well as accelerate service times to reduce costs.

A product's reliability and availability plays a significant role in lengthening its life as an operational asset, as well as driving its service-related revenue and customer safety. In turn, the planner (i.e., the person creating a plan for an asset's service tasks
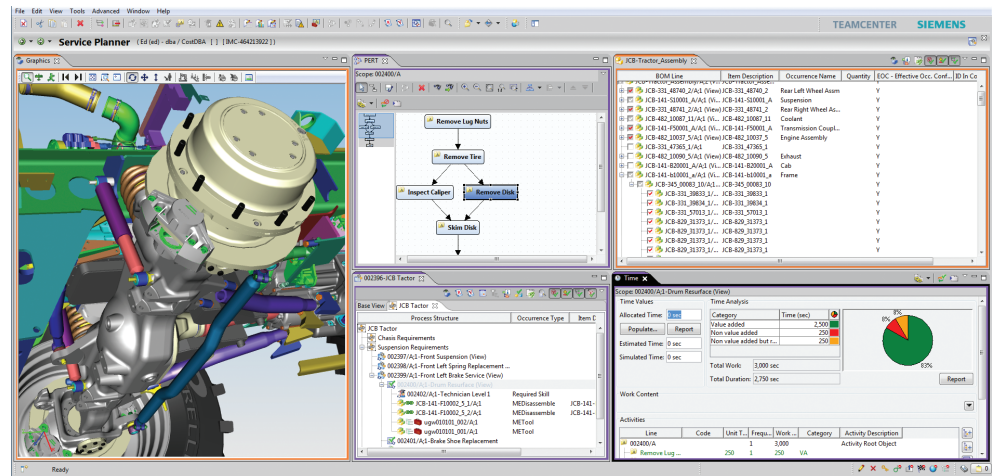
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Teamcenter for the service planner

Benefits *continued*

- Establishes hazard and safety compliance by defining notices that are applicable to specific materials, parts, service tasks or work cards

- Improves service cycles by enabling faster diagnostics with fault codes

- Reduces time-to-market by enabling service planning to occur concurrently with design and manufacturing planning

Features

- Service plans that apply to operational assets and maintained products

- Labor skill sets and qualifications/certifications

- Work cards and tasks with estimates, resources requirements

- Task sequence and time analysis for optimizing procedures

- Work instructions and related supporting documentation

- Define part/unit utilization characteristics to be tracked for health

- Service requirements, frequencies, fault codes and work zones

- Signoff requirements for work cards and service tasks

- Part movement for service tasks and work cards

- Import and export of service plan information

- Rollups of service estimates

across its lifecycle or defining overhaul procedures) can improve a product's availability and compliance while reducing both the cost and cycle time of service events.

Regardless of the maintenance strategy you employ, managing detailed information about the service needs of your operational assets is fundamental for efficient service. To guarantee accurate service and increase resource utilization, this information should reflect the configuration of the products or assets being supported. This information is essential for scheduling maintenance in advance and reducing downtime and operational breakdowns.

Effective service planning requires companies to define and manage service tasks, resources and work instructions needed to satisfy the service requirements of specific assets. This information facilitates better resource and time utilization and facilitates meeting any regulatory compliance. Similarly, applying these requirements and service tasks to specific components, systems or assets on the basis of their effectivity enables companies to perform services much more accurately. For example, this kind of effectivity enables companies to plan service for variant configurations, as well as manage different suppliers or complex operational environments.

Even if you do not directly provide the service for your products, you must create and provide service plans and documentation to your customers or dealers to enable them to service your products.

With Teamcenter, all of this service information is managed in a single solution that supports the planner and facilitates an environment in which compliance and advanced planning improve asset availability and service performance.

Basic knowledge management functionality

Teamcenter for the service planner enables you to generate, manage and utilize service-related information, including:

- Service plans for classes of assets, models of products or variants of a product

- Service requirements outlining actions that must be performed on the basis of a schedule or conditions driven by fault codes

- Service frequencies for establishing a schedule of service requirements that must be performed on the basis of asset utilization or within an elapsed time period

- Service resources for defining labor skill sets, and certifications, tools and equipment

Features *continued*

- Part applicability for defining the service requirements and/or service frequencies of specific physical assets identified by specific serial numbers

- Dashboards and reports to assist in the analysis of service performance and impact on service plans

- Work cards for defining service event content and sequenced service tasks

- Service tasks outlining discrete activities that need to be performed to satisfy a work card

- Safety notices for calling out hazardous materials, special operations or other safety-related issues that apply to work cards and service tasks

- Signoffs required for approval of work

Business advantages

Teamcenter for the service planner can leverage the Teamcenter PLM system to fully document service plans. This allows the planner to establish advanced service-related operational models, such as preventative, conditional or reliability-based maintenance models that can be used to support performance-based or service-level agreement contracts. The solution enables service planners to manage detailed information that facilitates efficient resource planning for maintained products and operational assets. This information is especially valuable for controlling and reducing service costs while facilitating standards-based service compliance.

Teamcenter helps ensure that the right skill sets, parts and tools are defined and that service tasks are optimally planned – thereby enabling service organizations to reduce cycle time and improve asset availability and reliability.

The solution can leverage all of the Teamcenter suite's PLM capabilities to provide a scalable and secure environment that supports today's global business processes with efficient collaboration and repeatable, digital workflows. Teamcenter for the service planner is tightly integrated with and extensible by other Teamcenter solutions. This approach enables a unified Service Lifecycle Management strategy within end-to-end PLM environment that reduces product development and service cycles and their related costs while minimizing the total cost of ownership.

Use cases
Defining Service Plans

Teamcenter enables you to fully define service plans for your products or assets to support inventory, tool and labor planning. Using the solution's service requirements, frequencies, resource needs, applicability, service tasks, instructions and work card information, you can accurately plan service and thereby ensure compliance and efficiency in your service operations. These plans and associated information can be accessed directly by service organizations or exported to additional in-house or external service support systems.