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SOLUTIONS**

# Teamcenter for the service technician

## Efficiently executing service work accurately

### Benefits

- Accelerates service execution with workflow assignment delivery and tracking
- Improves service integrity and compliance through delivery of applicable service instructions and rapid access to technical knowledge for each service task and asset
- Increases asset management effectiveness through capture of configuration changes, utilization and service measures as well as asset maintenance and part service history
- Enhances service and asset performance by retaining and delivering service experience and knowledge at the point of task

### Summary

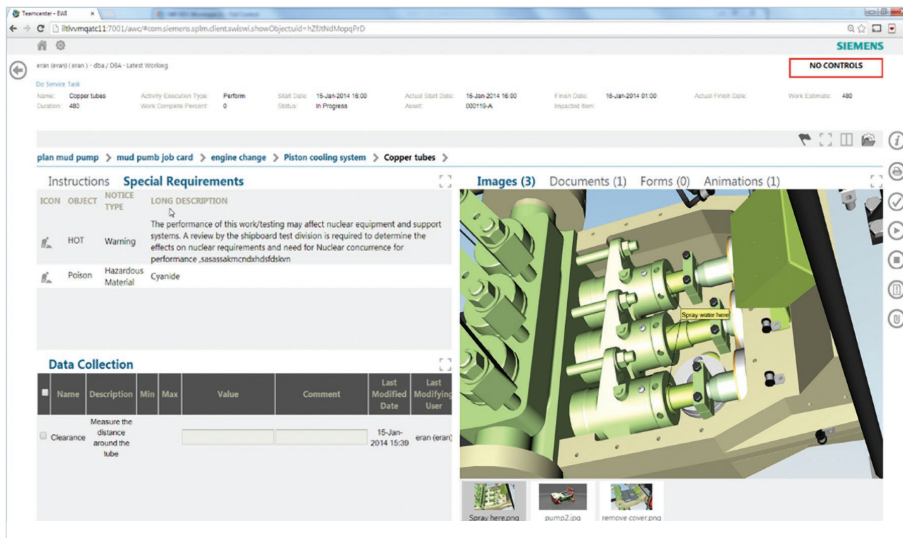
Executing service efficiently and accurately helps lower costs, reduce service turnaround time and improve customer satisfaction. Proper planning and scheduling contribute to these objectives but it is the service technician who is the final link. Service technicians must be able to understand their assignments and task sequences and access up-to-date service information to complete service work accurately and on time. The Teamcenter® for the service technician solution from Siemens PLM Software delivers work instructions and asset knowledge to service technicians helping to proficiently execute assigned tasks as well as capture information on changes to asset configurations and status.

Many metrics are measured to determine the success of service operations, but the service technician tends to impact two key metrics: first-time fix rate (FTFR) and turnaround time (TAT). While inventory levels, part locations and scheduling can impact these metrics, it really comes down to making the technician successful in completing the

work properly. To get there, the technician must have information as well as parts and tools. Technicians need to be able to accomplish their assigned tasks in the optimum sequence determined by the planner and scheduler. They need immediate access to an accurate understanding of the asset under service as well as up-to-date, easy-to-use documentation for the procedures necessary to successfully complete the tasks at hand.

Teamcenter for the service technician enables service personnel to receive service order tasking at the appropriate time for any work order, view the schedule of current and upcoming tasks and, capture service results and signoff on work. The technician can access detailed information about an asset or component and its service history as well as any associated documentation needed to execute the service tasks assigned. Technicians can identify discrepancies to capture problems observed during service and record the need for additional work or parts. Using service events technicians can record service activities performed within the extended service value chain or other offline activities to ensure accurate status and configuration changes are processed against an asset.

# Teamcenter for the service technician



## Features

- Service work instructions in portable, simple user interface
- Cost and time actuals provided for tasks, jobs and work orders
- Digital signatures on work and approvals
- Work completion tracking
- Service access to asset and technical knowledge
- Failure and corrective action capture and tracking
- Asset management – configuration updates per part transactions by job or task
- Asset service and part history
- Asset upgrade implementations

## Capabilities built on solid PLM and enterprise asset management core

This solution builds upon the Teamcenter core PLM knowledge, process management and the enterprise asset management capabilities to help implement a Service Lifecycle Management (SLM) strategy by adding the following for service execution:

- Service Work Instructions client for ease-of-use and mobility
- Visibility into work assignments at the task level that include work instructions, associated documentation, part movements for assigned parts and estimates for time and costs
- Service execution closure to enable technicians to track work completion and digitally authenticated signoff by task, job, or work approvals
- Capture of any failure and corrective action tracking, asset configuration changes, asset utilization and measurement recording, and actual cost, time and service history
- Service events to record service activities performed by outside service providers and the impact on asset configuration and utilization recording

## Business advantages

Service providers can leverage Teamcenter to efficiently deliver work assignments and pertinent service information to the service technician at the point of need to reduce nonvalue-added time and improve service metrics such as first-time fix rates and turnaround time. Teamcenter enables you to ensure the technician has immediate access to all information necessary to improve the performance of specific tasks, as well as overall performance to increase service productivity, compliance, asset availability and reliability.

Using Teamcenter, service technicians can service work track to signoff approval and closure against the schedule. This automation reduces the time and effort required to route work and maintain status of scheduled work. Time-saving Teamcenter features such as search and navigation enable rapid access to accurate and up-to-date technical information from the point of service with security. This feature ensures service integrity and protects intellectual property, regardless of where service is completed.



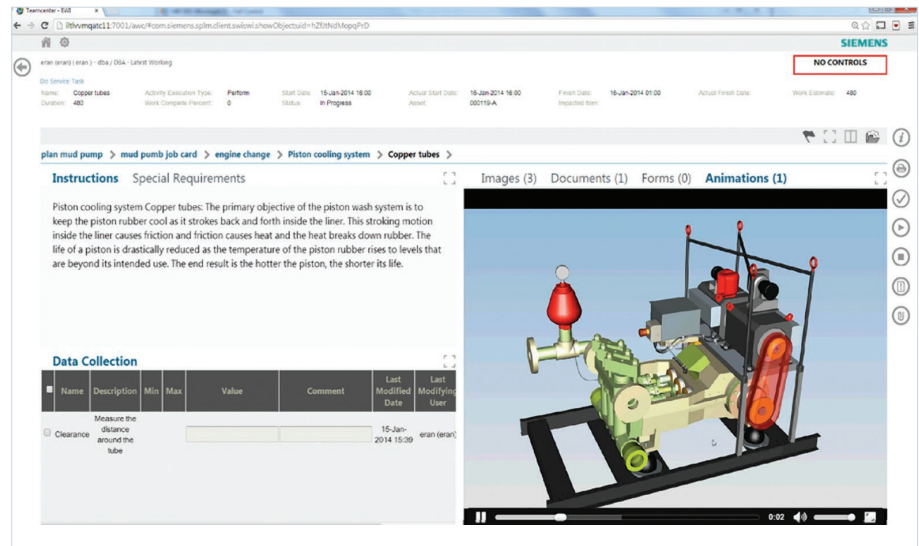
Capturing actual service costs and time improves the service knowledge base for future planning and ensures proper completion of all expected work content. During task execution, the technician enters asset and service information to maintain asset configuration, utilization and status to enable enterprise asset management and verify operational readiness of assets released from service increasing compliance.

As a solution within the Teamcenter PLM portfolio, Teamcenter for the service technician takes advantage of all Teamcenter capabilities to provide a scalable and secure PLM environment that supports today's global enterprise initiatives. Engineering information from product development can be made directly available to the service technician to improve service as well as obtain feedback from service regarding asset or component performance. This data can be directly accessed by product engineering to improve next-generation products, upgrades or special fixes.

As part of the Teamcenter Service Lifecycle Management (SLM) product suite, the solution is tightly integrated with and extensible by other Teamcenter solutions to provide a unified end-to-end PLM/SLM environment that reduces product development and service cycles and costs while minimizing total cost of ownership. Leveraging the Teamcenter open architecture, service solutions can be integrated with other enterprise systems to implement a complete Service Lifecycle Management strategy.

### Use cases

Using workflow and schedule management to deliver work assignments and track closure of task assignments provides continuous updates to service schedules for visibility into the state-of-service operations. Teamcenter for the service technician captures service and asset-related information during service execution to track asset configuration changes, part history, asset utilization, failure and corrective actions, as well as



actual cost and times. This service and asset information enables improvements to service operations and asset performance through empirical knowledge that form the basis of enterprise asset management and service operations. Teamcenter delivers service work instructions and permits access to relevant asset and technical knowledge at point of service to increase first-time fix rates and reduce nonoperational asset time.

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