

WIN by increasing **profitability** and **customer loyalty** by maintaining **ACCURATE SERVICE RECORDS**

FACT

Maintaining accurate, up-to-date, and trusted digital thread data, with complete service and maintenance records, helps avoid costs from return visits and improves first-time fix rates.¹



HOW TO WIN

Be the first to complete the course by maintaining Accurate Service Records.

- **YES** answers will get you to the next GREEN square.
- **NO** answer will get you to the next RED square.
- The **WINNER** is the first one to reach the **FINISH** line.

Card 1

FIRST TIME FIX

Can you ensure first time fix?



- My technicians study the machine's accurate as-maintained configuration and past service records to start troubleshooting before they arrive on-site.

- My technicians examine the machine on-site to know its current configuration.

Card 2

OPTIMIZE INVENTORY COST

Are you happy with your spare parts inventory cost?



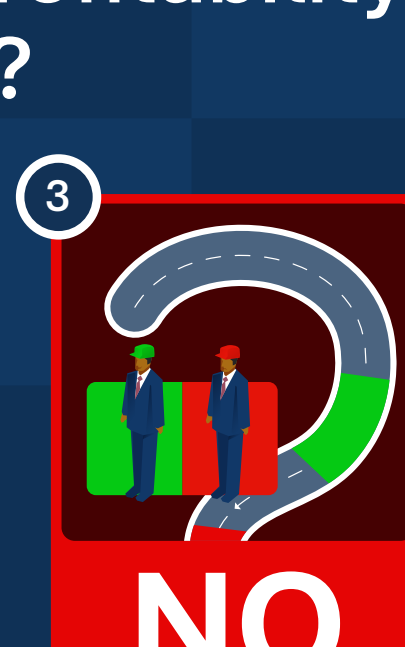
- My company predicts inventory needs accurately based on past service records.

- My company has too much inventory because we don't know what we'll need.

Card 3

SELL NEW SERVICES AND UPGRADES

Can you increase service profitability through upselling?



- My service technicians have the right information to sell new services and product upgrades on service calls.

- My service technicians complete only their assigned job on a service call.

Card 4

QUICK SERVICE RECORDS UPDATE

Are your service records a strategic asset? Or a business liability?



- My service technicians update the machine's service digital twin from the field using their app.

- My service technicians or admins update service records once a week when they visit the office.

Card 5

CONTINUOUS QUALITY IMPROVEMENT

Can you continuously improve your machine's quality?



- My engineering team continuously improves the machine by leveraging its accurate service data in simulations.

- My engineering team doesn't trust the accuracy of our service records.



WERE YOU THE FIRST TO REACH THE FINISH?

Congratulations!

Your company's ability to maintain **Accurate Service Records** with a **Service Lifecycle Management (SLM)** solution helped you win your customers' loyalty, increase service efficacy, and improve profits.

It is never too late to implement a **Service Lifecycle Management (SLM)** solution to maintain **Accurate Service Records** and become more successful by increasing customer loyalty, service efficacy, and profits.

1. Extending the Digital Thread to the Customer Experience, Tech-Clarity, 2021



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