WIN more service business with INTEGRATED SERVICE

FACT

Top Performers are more likely to integrate machine data, enterprise systems, engineering data, and operational systems, driving higher profitability.[1]

GAME RULES

HOW TO WIN
Be the last company standing because you excel at Integrated Service.

- **YES** answers to all the questions will make your company the last one standing for the service contract.
- Any **NO** answer will take you out of the running for the service agreement.
- The **WINNER** will be the one with all of the Integrated Service capabilities necessary to win the service business.

Machine Data Integration with Simulation
Service Tool Integration with PLM
IIOT Integration
Secured Machine Data
Remote Access
Machine Data Integration with Digital Twin
Service Offered
Service not Offered

LOW COST SERVICE

Can you guarantee low-cost service?

YES, enabling service teams with the correct machine data insights and service requirements will drive efficiency and reduce cost.

LOW UNPLANNED DOWNTIME

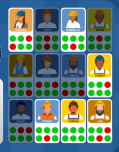
Can you promise minimal unplanned downtime?

YES, tracking and monitoring machine usage using IIoT capabilities helps plan for maintenance before failures and keeps machines running efficiently.

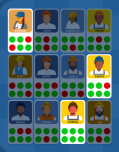
RAPID TROUBLESHOOTING

Are you confident you can get me back up and running quickly if the machine goes down?

YES, embedding automation and AI into issue management using the machine's digital twin helps troubleshoot issues quickly and get machines back in use faster.



FIRST TIME FIX



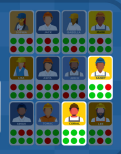
Are you sure that you can fix it right the first time?

YES, having the correct machine information on hand and the right spare parts, documents, and resources needed to service it will ensure a first-time fix.

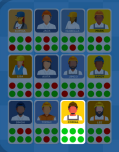
DATA SECURITY

Are you positive our sensitive information will remain private?

YES, ensuring encryption, password protection, and storage of sensitive data in the cloud with industrial-grade security.



HIGH MACHINE QUALITY



Can you ensure your machines will perform with quality?

YES, using the machine's service and performance data in simulation will continuously improve machine quality.

Was yours the last one standing?

Congratulations!

Your company's Integrated Service capabilities helped you win the service contract.

1. Drive Higher Profits with IoT Machine Monitoring and Optimization, Tech-Clarity, 2020

Tech-Clarity

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