PTC® Live Global

PTC 325 - PTC Service Network Management

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Interactive Q&A (Don't wait till the end)

- Some of the benefits of PTC Service Network Management

- What is a Service Network?

- How does PTC Service Network Management work?

Optimization & Orchestration

- Customer Satisfaction
  - Increase through pro-active management

- Inventory
  - Reduce logistics costs
  - Recover warranty
  - Rebalancing executions
  - Don't repair what you don't need

- Orders
  - Fix SLA problems before the customer is aware
  - Use the best price/performance partners

- Reduce Outsourcing costs
  - Reduce onboarding time
  - Increase price negotiation strength

What is a Service Network?

Service Network Characteristics

Inventory everywhere

- Manufacturing
- Distribution Centers
- Triage Centers
- Forward Stocking Locations
- PUDOs
- Customer Part Cages
- Truck Stock
- Repair Depots
- VARs
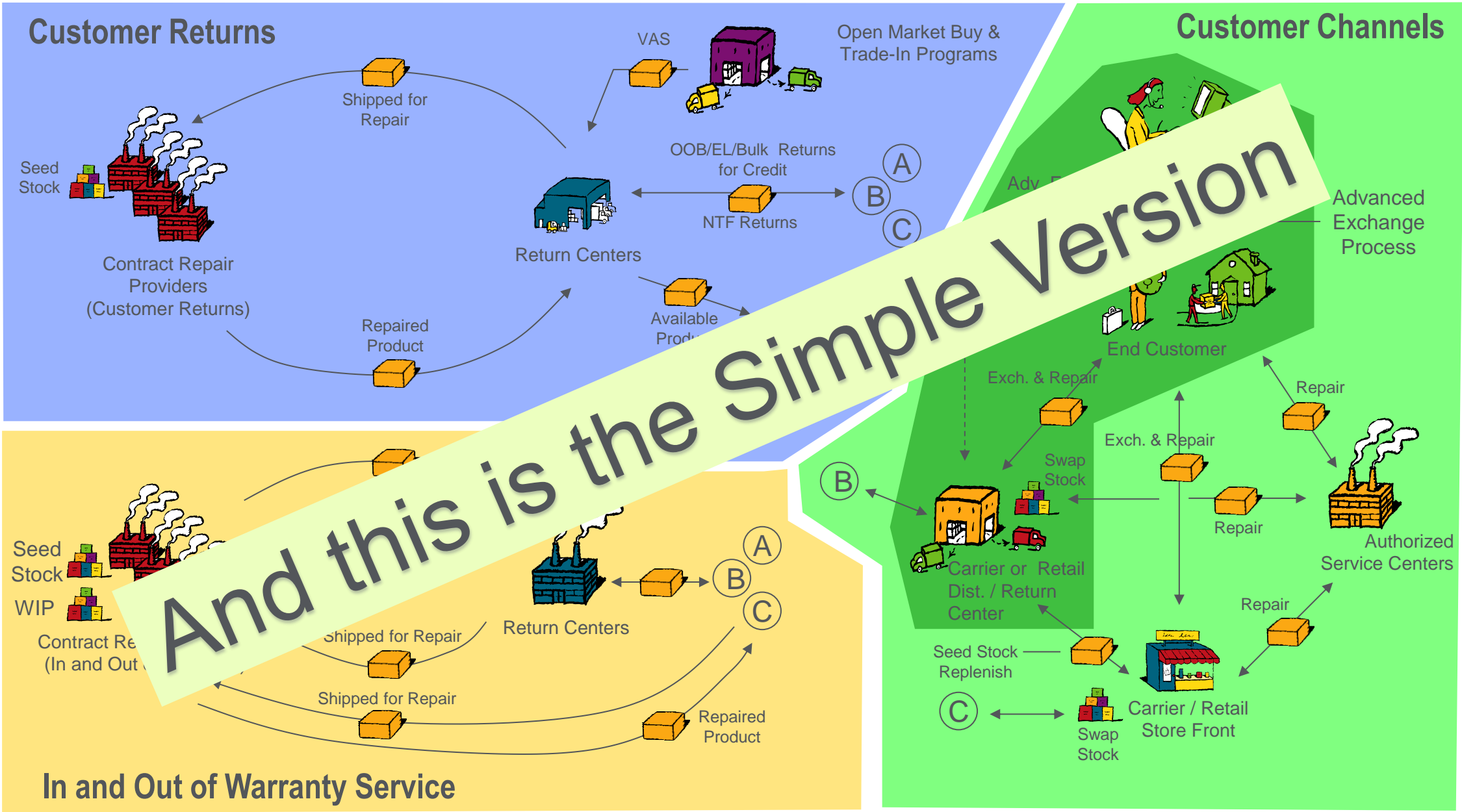- Etc.

Service Network Characteristics

Execution everywhere

- Logistics
- Component OEM
- In warranty Repair
- Out of warranty Repair
- Triage
- Disposition / Scrap
- Call Centers
- Field Engineers
- Etc.

Partners everywhere
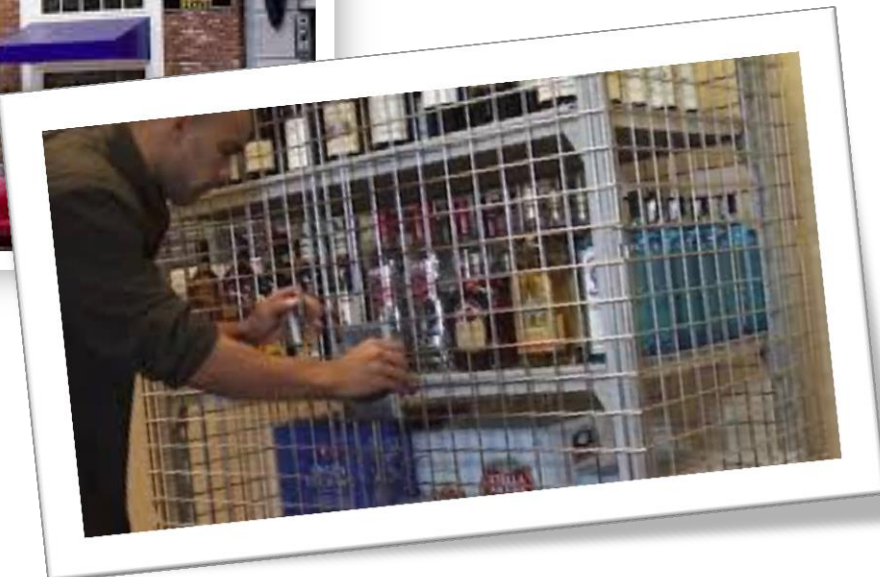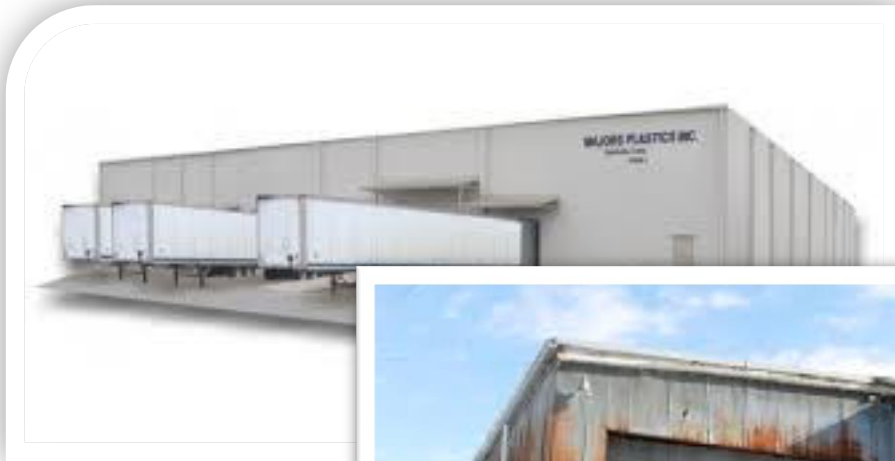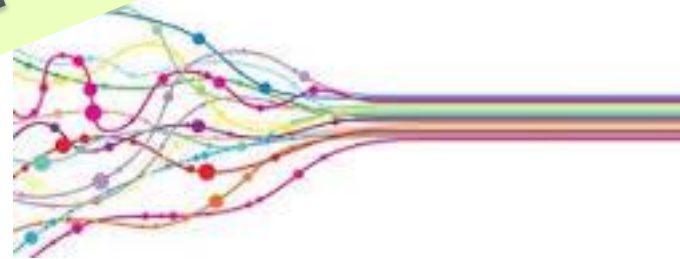
Service Network Complexity
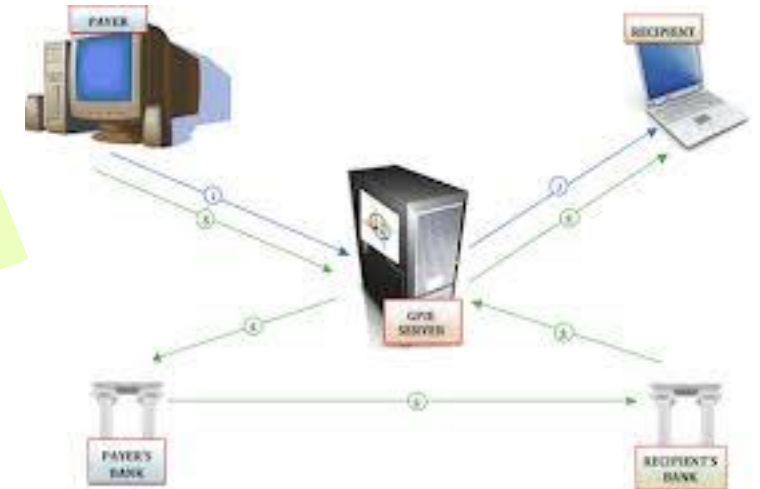
How do we get to the Truth?

Creating a 'single version of truth'

Only works if there is Trust

- Reflect what each system of record tells you
- Transform everything into a single vocabulary
- Do not do "implied processing"
- Have automatic correction mechanisms (reconciliations)

RECONCILIATION

- ## Partner/Systems Onboarding
  - Partner Capabilities
  - Pushing your IP to Partner/Systems

- ## Optimizing across Partners/Systems
  - Coordination across Partners/Systems

- ## Single View of (Service) Events

- ## Plan globally execute locally
  - Enterprise owned Plan
  - Enterprise level optimization
  - Partner owned Execution
  - Local intricacies

How does PTC Service Network work?

And why?

Think differently, stay practical and keep it simple
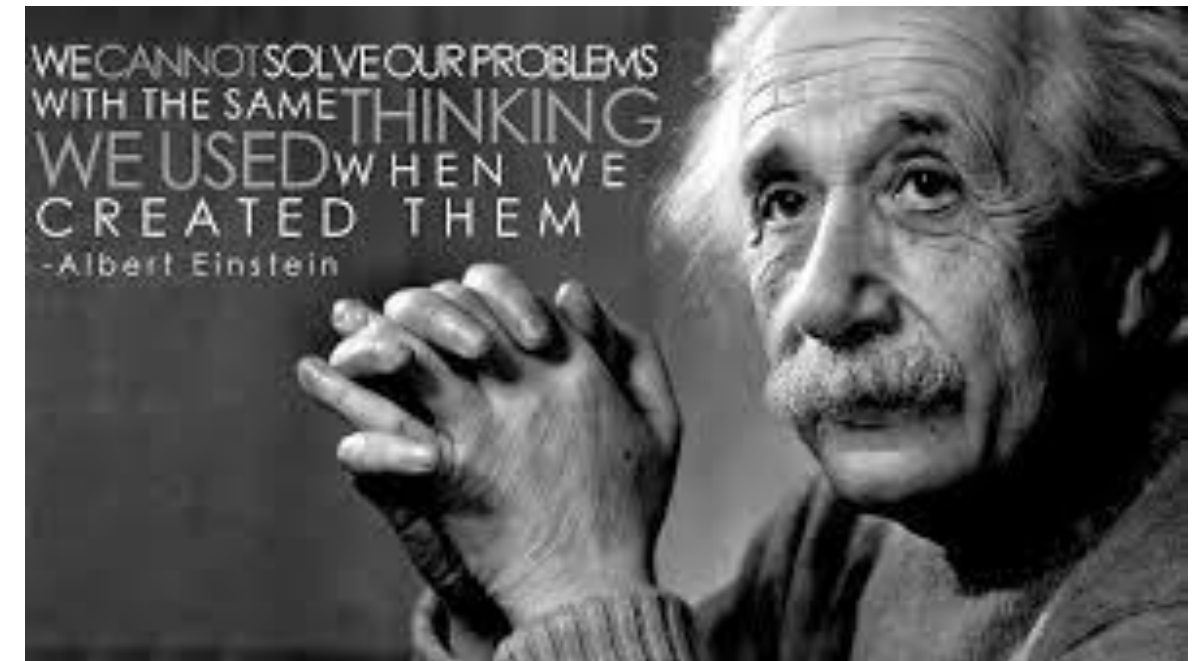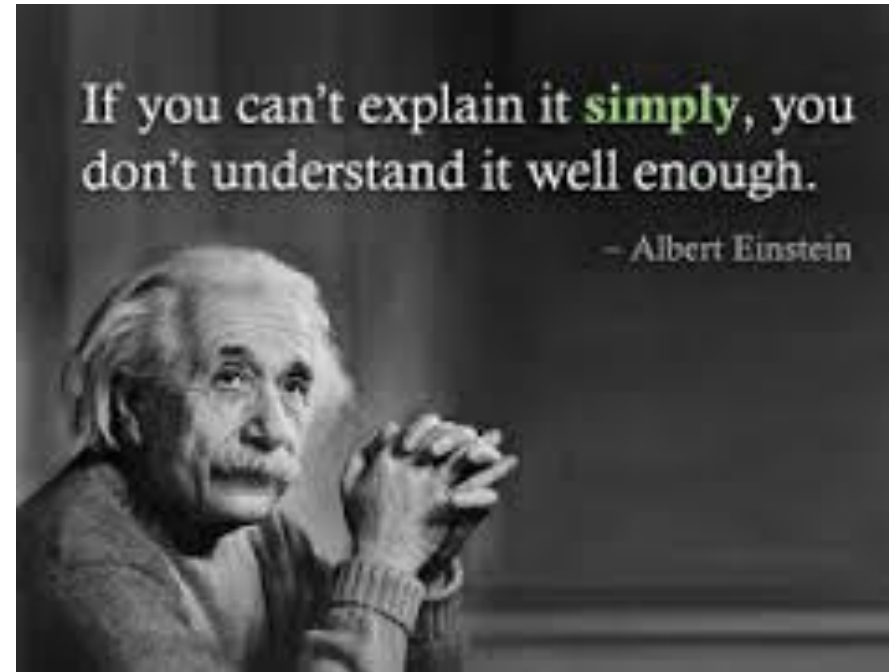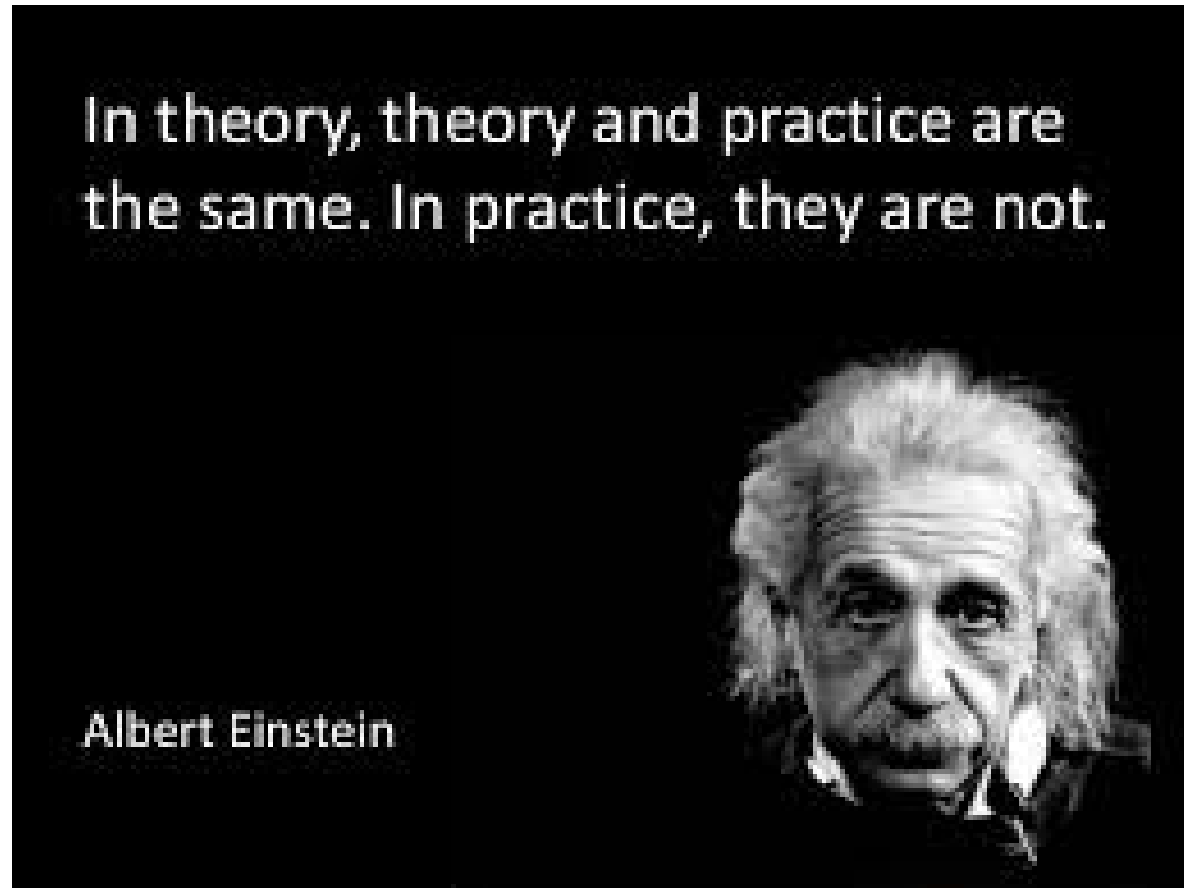
Break complex constructs into simple single executable steps

- **Go Do an Advance Exchange**
  - Let me know what you did along the way

- **Translates to**
  - Figure out what spare part to ship from where
  - Get the defective back
  - Receive it
  - Triage it
  - Figure out what to do next or ask me
    - Repair it
    - Get it Repaired
    - Destroy it
    - Get it Destroyed
  - Store it
  - Etc.

- **Go do a Receipt**
  - Let me know what you did

- **Go do some Work**
    - Repair
    - Triage
    - Destruction
    - Analysis
    - Etc.
  - Let me know what you did

- **Go do a Shipment**
  - Let me know what you did

keep it simple

What is simpler for a Partner to execute?
What is cheaper to negotiate with a Partner?
What Partner can you select to do your work?
What Partner can be replaced quicker?
Where is the better optimization opportunity?
What lets you change your business model quicker?
Where does your IP (differentiators) reside?
What lets you setup and measure Partner SLAs easier?
Etc.

Provide a single homogeneous version of the Truth

- Inventory
  - Item, Location, Owner, Condition
  - Status
  - Transactions
  - Tags
  - Snapshots / History

- Orders
  - Headers
  - Lines
  - Transactions
  - Tags
  - Snapshots / History

- No preconceived notions
  - You name everything your way
  - All partner / system info is named that way too

- Automatic Reconciliation

- Walk Forward Reporting

- Aging / Transaction Matching

- Dashboards

- Trending

- Comprehensive Partner communications
  - Including Web Portal for non B2B partners / systems

The ability to keep your secret sauce in your control

Your Enterprise

- Own Optimization (across partners / systems)
  - Own Chaining / Substitution
  - Own Sourcing / Dispositioning

- Own Orchestration

- Own Customer Satisfaction
  - Manage your SLAs

- Manage Partners to SLAs

- Eliminate dependencies on partner system capabilities if it involves your secret sauce

Your Partners (& systems)

- Let them use their own systems

- Let them execute what they are best at
  - Stock, Ship, Receive, Logistics
  - Work Orders
    - Repair, Triage, Analyze, Dispose, etc.

- Chose the best partner for the job in the area (region/country/etc.)

Why PTC Service Network Management

What is the value to you?

Optimize and Transform your Service Operations

SNM
Service
Network
Management

✓ Build for Service

✓ A holistic view across the extended service network

✓ Control over fragmented service processes

✓ Single source for in-depth product and service optimization

✓ Closed-feedback loop to enterprise systems for continuous product and service improvement

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Some of the Benefits of PTC Service Network Management

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  - Reduce partner switching costs
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What do you need it to do?

- Your feedback is valuable

- Don't miss out on the chance to provide your feedback

- Gain a chance to win an instant prize!

- Complete your session evaluation now