



PTC SERVICE LIFECYCLE MANAGEMENT (SLM) SYSTEM



PTC Service Lifecycle Management (SLM) System

Plan, Execute, and Optimize Your Service Business

Purpose-built for product-smart service, PTC's Service Lifecycle Management (SLM) System connects people, processes, and data to optimize service roles and outcomes. The SLM System enables service leaders to strategically plan, execute, and optimize service throughout the service network—regardless of task, role, product, or geography—for continuous product and service improvement.

PTC's SLM System provides advanced insight and deeper knowledge of how to best install, operate, maintain, and service products to deliver the highest product and service performance. This empowers companies to transform into strategic service organizations that increase revenue, profitability, and customer value.

Key benefits

- Enables a strategic approach to building a service technology infrastructure
- Delivers a “single view of service” for better decision making
- Affords complete service visibility for business planning and optimization
- Optimizes service worker efficiency and accuracy for best possible service outcomes
- Provides connectivity with enterprise systems such as PLM, CRM, and ERP for closed loop processes with engineering, quality, customers, and operations
- Improves operational efficiencies of service network
- Increases product value and generates higher lifetime revenue

Comprehensive Capabilities

Manufacturers, equipment operators, and their service providers are expanding the role of service—using differentiated product and service offerings to drive revenue, profits, and higher customer value. But fragmented infrastructures, complex products, and fractured service networks are creating obstacles to service growth, making it difficult for organizations to support this transformation.

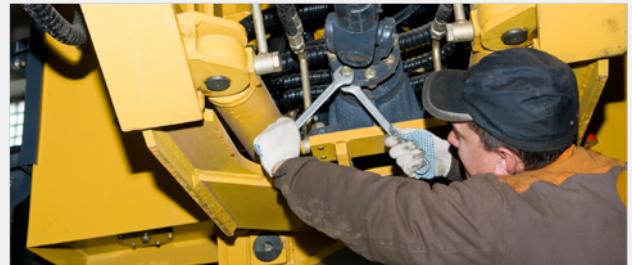
PTC’s SLM System maintains and analyzes service and product history to optimize continuous improvement and deliver the highest product and service performance.

Plan, execute, and optimize

Built specifically for planning around the complexities and dynamics of the global service ecosystem, PTC’s SLM System standardizes processes and technology throughout the entire in-service execution lifecycle to provide the lowest cost and highest value. This system maintains and analyzes service and product history for best possible outcomes (optimization) leading to increased value and continuous improvement.

THE PTC SLM SYSTEM IS SMART

- **Product-smart.** Service planning and information leverage product development data throughout the lifecycle from design to new product introductions through to disposition. Service execution is aligned with specific products to include installations, repairs, maintenance, overhauls, and upgrades
- **Service-smart.** Processes and technologies are specialized for service and able to identify the highest impact areas for improvement



THE PTC SLM SYSTEM IS CONNECTED

- **Connected People.** Global but centralized workforce and extended service network that allows service leaders and company management to see a single view of service
- **Connected Products.** Products participate directly in service processes and delivery execution. They are connected to service, the enterprise, the operator, and/or the owner
- **Connected Enterprise.** Data and processes are linked between service functions and SLM, CRM, ERP, and the Extended Service Network for improved knowledge sharing
- **Connected Product Development.** Enables ‘Design for Serviceability’ and streamlines updated change management between engineering and service processes. Leverages product and service performance information to optimize future generations of products





Transforming Service with PTC Service Lifecycle Management

The potential for service revenue continues to grow, and a consolidated view of service that connects service planning, delivery, and analysis will ensure that companies achieve maximum value of a product's entire lifecycle. The PTC approach to Service Lifecycle Management (SLM) optimizes the system of people, processes, and technology to enable greater service performance and improvement. As a result, service organizations are more strategic and can focus on growth and profitability.

PTC Global Services

- Value Centric Engagement Model: Ensures cross-organizational alignment on key business objectives, a detailed roadmap that connects business need with technical feasibility, and clear accountability for program governance and decision making
- Ensures that PTC technology is aligned with your strategic business requirements, best practice processes, and organizational constraints
- Adapts to your priorities while minimizing deployment risks, accelerating time to value, and increasing flexibility for future organizational needs
- Role-based adoption programs enable a customized approach tied directly to the deployment roadmap and to individual and work group needs for process improvements



TO LEARN MORE about the PTC Service Lifecycle Management (SLM) System, please visit: [PTC.com/go/slm-system](https://www.ptc.com/go/slm-system)

PTC®

PRODUCT & SERVICE ADVANTAGE®

We provide technology solutions that transform
how customers create, operate, and service products

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