

Siemens PLM Software

# Teamcenter for the service scheduler

Scheduling service work efficiently

## Benefits

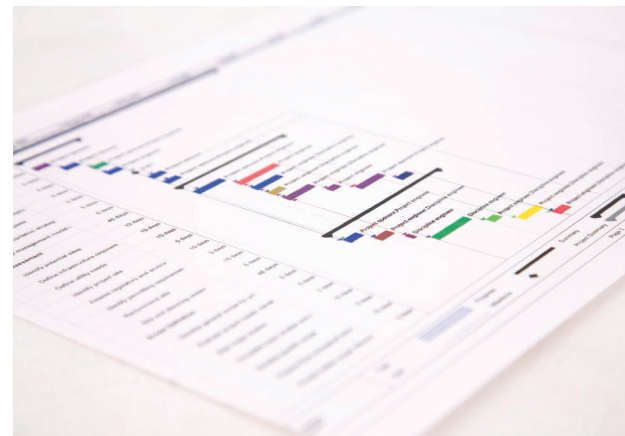
- Increases accuracy of service quotes by establishing service catalogs of standard offerings and utilizing established service plans
- Controls costs by capturing actual service costs and comparing them with standard estimates
- Improves customer satisfaction by increasing customer participation and communication in service-related processes
- Facilitates better service by leveraging service standards

## Summary

Complex, critical assets cannot suffer downtime without impacting business objectives. Reducing that non-operational time requires forethought and planning, whether for a single piece of equipment in a plant or a fleet of assets geographically deployed. Once service plans have been developed, they must be executed efficiently and precisely to protect asset availability and reliability as part of an overall enterprise asset management policy. Service Lifecycle Management with Teamcenter® software delivers the capabilities required to help define work; schedule jobs, tasks and resources; and track the closure of that service work in alignment with asset and service management.

Teamcenter software's solution for the service scheduler supports an organization's need to define work scope, schedule that work within the limitations of available qualified resources and deliver assignments to technicians with all the necessary information to execute that work. Service

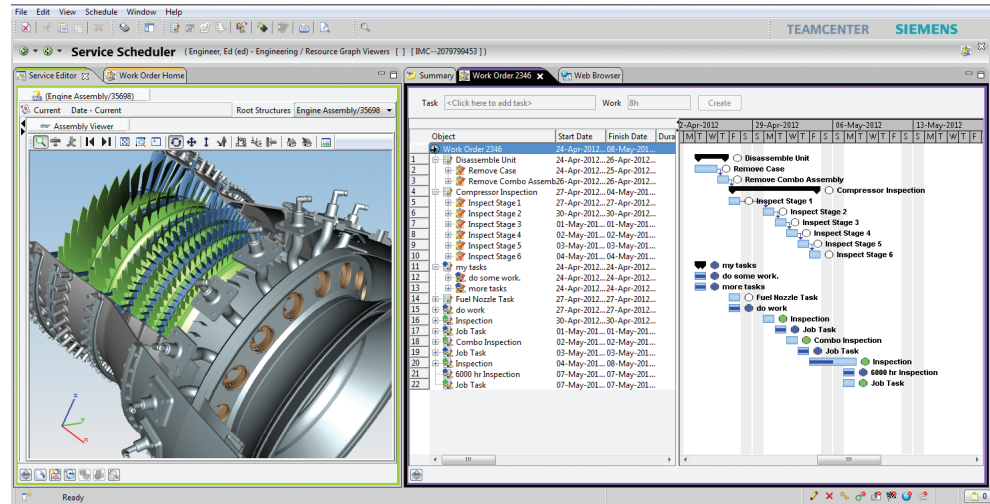
scheduling helps the proactive service organization establish an environment that permits workload leveling, compare estimates to actuals, and capture information during execution of maintenance including changes to asset configurations and status. For the reactive service operation or process, Teamcenter for the service scheduler helps establish catalogs of standard



# Teamcenter for the service scheduler

## Benefits *continued*

- Enhances service compliance by facilitating closure of service requests and work orders and leveraging feedback loops that ensure business management and customer participation
- Increases service operations efficiency through visibility to schedules of current and future work
- Optimizes service events by sequencing work within jobs or tasks and assignment of resources
- Improves service execution with workflow assignment delivery and tracking with closure of work
- Improves service integrity through inclusion of applicable technical knowledge references for each service task and asset



services with estimates of cost and labor that can be quoted for service on demand situations that include service requests, ad-hoc service tasking and customer approvals. With the knowledge-based process environment of Teamcenter, service organizations can improve service quality, compliance, and efficiency while reducing asset down time and service costs.

Efficient service operation is about more than just knowing what to do. It is also about scheduling the execution of work and usage of resources in a way that reduces asset downtime without adversely impacting service integrity. Doing it right reduces asset service events, increases first time fix rates and reduces extraneous work tasks. The work is accomplished by applying knowledge of service demands as defined in service plans, asset status, and an understanding of service tasks and qualified resources to the service scheduling process. Where service demands are more dynamic, having standards of service enables accurate quoting, work scope definition and work load scheduling.

Teamcenter for the service scheduler as part of an overall Service Lifecycle Management strategy enables service organizations to obtain visibility into the service work schedule for an individual asset or across a collection of assets. Schedulers can define work tasks and sequence those tasks and jobs into work packages that can be scheduled based on availability of resources such as people, equipment and tools. Scheduled service execution can be tracked to capture asset utilization, configuration changes, work completion and signoff, and actuals for time and labor.

Teamcenter for the service scheduler builds upon the Teamcenter core PLM knowledge and process management and the enterprise asset management capabilities by adding the following:

- Service catalogs that define standard services and work scope with estimates for cost and labor
- Skill levels and certifications/qualifications for technicians
- Service requests for on demand service work tasks

## Features

- Customer management, including contact information
- Service catalogs that define services specific to parts, systems and end items
- Standard service offerings, including code qualification, time and cost estimates
- Service request management of assets requiring service, requesting customers, scope of service and time and cost rollups
- Service activities management, including assets or specific products, activities derived from offerings, ad-hoc services, and rollups of estimates and actual time and costs
- Elaboration of discrepancy and problem part identification, solutions, activity delegation and requalification
- Request processing, including workflow- and participant-driven processes, closure, disposition, maturity tracking, cancellation or re-opening, approval and status tracking
- Service schedules managing and sequencing work orders and tasks with resources
- Work orders created from service plans or manually defining the scope of work as tasks and jobs with cost and time estimates so that work can be sequenced to reduce conflicts and extraneous activities
- Service tasks with associated work instructions and reference documentation to assist with service execution
- Part movement to assign parts to work orders and track asset configuration changes
- Service schedules that enable resource assignments of qualified technicians and visibility into service activities
- Track work execution and signoff by task or job with failure and corrective action tracking, asset configuration changes, asset utilization and measurement recording, capture of actual cost and time and service history

## Business advantages

Service schedulers can leverage Teamcenter to efficiently define and schedule service tasks, jobs, resources and assets to improve asset availability and reliability. This provides visibility into workloads and active status of started and completed work, so that service organizations can ensure an optimum balance of resources, asset non-operational time and service execution time. A "standards of service" framework can be established via service catalogs of standard services to control service costs, enable accurate quoting and improve service offerings through comparison of estimates and actuals.

Teamcenter for the service scheduler enables you to even out workloads across resources to increase utilization and minimize overtime costs or performance

penalties for late work. It also reduces downtime for assets by optimizing service events to reduce the number of times you take an asset out of operation for service. Finally, with all your service tasks known and planned for, you can eliminate redundant work such as removal of panels, asset disassembly or teardown when multiple tasks that must be executed in the same asset zone area.

Using Teamcenter workflow capabilities, work assignments can be delivered and tracked to approval closure and signoff against schedule automatically. This automation of workflow reduces time and effort to route work and maintain status of scheduled work. Security is provided to ensure service integrity and protection of intellectual property, regardless of where service is completed.

Tracking service work to closure with actual service costs and time improves the service knowledge base for future plan-ning and ensures proper completion of all expected work content.

As part of the Teamcenter Service Lifecycle Management (SLM) product suite, Teamcenter for the service scheduler takes advantage of Teamcenter capabilities to provide a scalable and secure PLM environment that supports today's global enterprise initiatives. The solution is tightly integrated with and extensible by other Teamcenter solutions to provide a unified end-to-end SLM/PLM environment that reduces product development and service cycles and costs while minimizing the total cost of ownership. Leveraging the Teamcenter open architecture, Teamcenter for the service scheduler can be integrated with other enterprise systems to provide a total service operations environment.



## Use cases

### Service scope definition

The service scheduler can define catalogs of standard services that can be used to quote as well as schedule on demand services to control service costs. Service requests can be created for on demand requests to manage approval and track service tasks to closure to improve customer satisfaction and ensure service completion. Using service plans defined by Teamcenter for the service planner enables the scheduler to create work orders directly from service plans. The service scheduler can also define work scope manually for ad hoc maintenance work.

### Service scheduling

Definition and scheduling of work orders with recognition of resource restrictions and sequencing of tasks and jobs enables efficient execution to increase asset availability, reliability and turnaround time. Teamcenter provides visibility into schedules for current and future work packages to improve service operations and ensure compliance.

### Service event management

You can use service event transactions to capture and process service value chain work done externally by partners, suppliers and subcontractors.

#### Contact

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