SIEMENS

Service Asset Management

Total visibility and management of asset and service knowledge for complete service lifecycle management

Benefits

- Increases productivity by providing a single source of service knowledge for rapid accurate information access and enhanced collaboration

- Improves asset management by combining advanced configuration management with usage and status information on each asset in its current operational use

- Strengthens performance by capturing metrics and key performance indicators (KPIs) critical for performance based logistics (PBL) and service level agreements (SLA) initiatives

- Enables better impact planning by providing full histories of a product/asset across all of its lifecycle states

Summary

Teamcenter® software's service lifecycle management suite provides a service asset management solution that offers manufacturers and service organizations total visibility to configuration and service knowledge that comprehensively describes physical assets from their approved configurations to their operational state. This asset and service knowledge foundation forms the configuration management core that enables all other service lifecycle management solutions to be asset- and product configuration-driven for accuracy. Service and product teams use the solution to access, view and leverage a secure and single integrated source of web-based information that maintains the true configuration and performance data for an operational asset – and its underlying systems, subsystems and components.

Basic functionality

Teamcenter's service asset management (SAM) solution provides a wide range of operational knowledge above and beyond the design, engineering and manufacturing information generated earlier in the product lifecycle. The solution enables enterprises to capture and manage:

- *Configuration informatio*n that describes physical assets in their as-designed and as-maintained operational states

- *Complete histories* of individual assets and their traceable components, assemblies and systems

- *Technical information* that defines an asset's logistics in terms of traceability, life characteristics, life limits, applicability and utilization

- *Compliance standards and regulatory requirement*s that each operational asset must satisfy

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Benefits *continued*

- Increases asset utilization and maintenance planning by providing accurate life characteristic status at the system and component level

- Enhances value chain synergy by making product and process information accessible across engineering, manufacturing and service organizations

Features

- Configuration management from initial product planning/definition to as-maintained asset configurations

- Neutral and positional structures to support accurate applicability of parts and asset variants

- Asset and component histories

- Service document management

- Utilization characteristic definitions, limits and counters

- Support for deviations, waivers, variants and problem reports

- Asset management from multiple perspectives, including on non-traceable, serial, lot and serial-lot basis

- Change management across the entire product lifecycle

- Workflow processing with service team rules and role definitions for review/approval, tasking and global information flow

- *Metrics* that track part, subsystem, asset and process availability; reliability and performance drive quality improvement and measure organizational and contractual objectives

Once this information is captured using Teamcenter, service/support organizations can use Teamcenter capabilities to link physical as-maintained asset configurations (e.g., configurations that incorporate serialized part and lot tracking) with each asset's approved configurations and variants. Product teams within the manufacturer can additionally link to as-designed, as-planned and as-delivered bill of material configurations, including performance, status and product data.

These configurations facilitate total product and asset visibility, while enabling service organizations to understand and manage an operational asset's allowable configurations. As a result, service teams using SAM are able to determine what approved parts, alternate parts and substitute parts can be used to resolve a service event and return an asset to service as rapidly as possible.

This total visibility enables service teams to evaluate the impacts of proposed product or service-driven changes, as well as assess the full impact of these changes in terms of their operational concerns. The results of

service activities can be captured using Teamcenter and you can use its workflow capabilities to feed these experiences to engineering and manufacturing teams in closed loops that facilitate both product and service improvement.

Teamcenter enables manufacturers to bridge the gap between product engineering, manufacturing and logistics, thereby transitioning vital product data to internal and external support organizations. For third party or owner/operator service organizations, Teamcenter provides them management of their asset and service data in a single secure source to support all service lifecycle activities with accurate and up-to-date information.

Teamcenter helps capture changes to the asset configuration, usage status and deviation approvals, ensuring that the asset configuration is always accurate, up-to-date and accessible. Teamcenter allows primary service integrators and OEMs to capture service data wherever it originates in the service value chain.

Use cases

Improving product quality

Teamcenter enables manufacturers to follow product configurations into the service stage of the product lifecycle. Manufacturers can track product performance, capture feedback to improve next generation products and leverage their inherent product knowledge in their services business.

Improving service

Teamcenter rapidly delivers a full range of configuration and operational knowledge to service organizations from a single source. Service organizations can leverage Teamcenter rules and role definitions to protect and deliver the most current service information. KPIs and other metrics can be managed to improve both organization and asset performance.

Global support

Teamcenter helps provide service teams with secure web access to the latest, most accurate asset information to improve organizational productivity and performance. The Teamcenter single source of knowledge supports compliance with export controls (such as the International Traffic in Arms Regulations and Access Control Lists), while delivering the performance required for meeting today's time-critical information demands.

Integrating service and support teams

Organizations can use Teamcenter service asset management in conjunction with Teamcenter real-time conferencing, application sharing and visualization capabilities to enable team members to interactively work together around the globe.

Improving change and configuration management

The entire Teamcenter PLM solution suite facilitates complete knowledge and process management from product ideation through service and support. Change management and configuration management are integrated across the product lifecycle to facilitate impact analysis and incorporate verification into product definitions and asset configurations. This comprehensive approach reduces errors and delays.