



# GE Field Service Management for Wind: ServiceMax

## Your Challenge

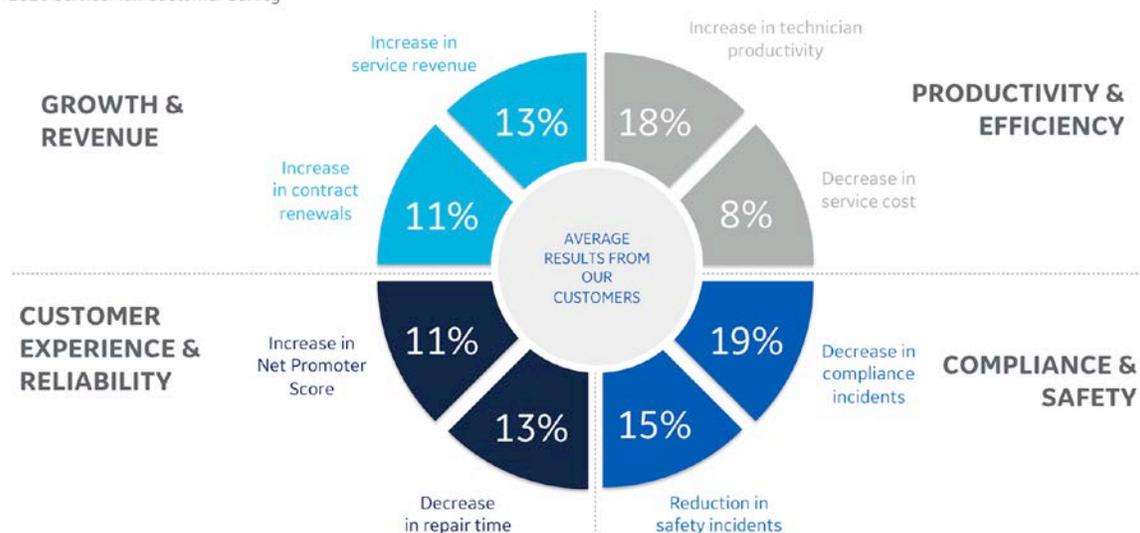
The dramatic growth of wind power has created growing pains for workers tasked with servicing wind turbines. Site managers are often forced to pull data from multiple sources to manually plan and schedule crews to perform work. Field technicians, meanwhile, typically wrestle with connectivity in remote locations and with getting the information they need to perform the required work. The business impacts are manifold: more downtime, lower productivity, higher operating costs, and more safety issues.

## Our Solution

ServiceMax is an industry-leading, end-to-end, cloud-based, mobile Field Service Management solution. Its 400+ customers report improvements across multiple service outcomes:

## The Field Service Delivery Effect

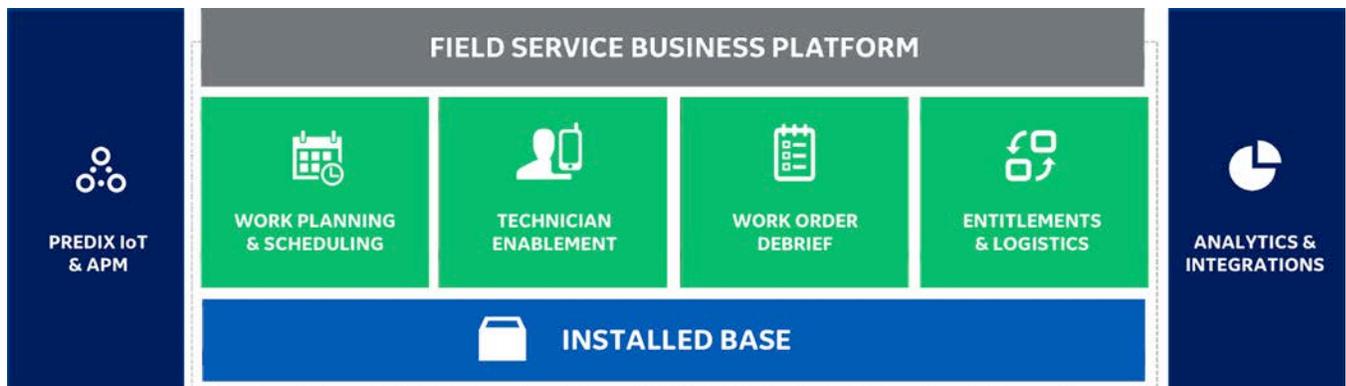
2016 ServiceMax Customer Survey



## ServiceMax for Wind – Success Story

A large wind service provider and industry veteran recently adopted a three-year plan to triple its service revenues. Current processes and the lack of work systems, however, prevented this scaling. Scheduling and dispatch were inefficient, and work order management processes, such as invoicing, were complex and time consuming. Moreover, the organization lacked offline mobility, meaning they had to collect their data before going into the field—and field data input at a later date was less accurate. Adopting the ServiceMax solution—providing asset visibility, better scheduling, and mobile execution—has put the organization on a path to achieve its growth plan.

## Solution Features



The ServiceMax solution is an end-to-end software platform that incorporates Gartner’s six functionalities for field service management:

- Managing demand for work (including from Asset Performance Management)
- Planning and scheduling work (recommendations based on skills, priority)
- Enabling technicians with mobile functionality (asset information, inventory)
- Debriefing work (closeout, digital sign-off)
- Managing operations (including entitlements and logistics)
- Analytics and integrations (performance metrics, integration to ERP, CRM systems)

Underlying these functionalities are an installed base management functionality that provides detailed insight into asset information such as location, component serial number, and service history.

## How It Works – Service Delivery Process

ServiceMax serves as an execution engine for operating and maintaining wind assets. Below is a representative example of the process:

- Service issue identified and work requested (via APM, phone call, email, CRM, and so on)
- Asset and entitlement information checked (service history, warranty/contract)
- Work order accepted, crew scheduled and dispatched
- Technician reviews asset history and work order information, checks inventory on mobile device
- Technician performs work with access to supporting information (online or offline)
- Technician closes work order and captures debrief information (labor, invoicing)
- KPIs/performance metrics available for analysis (utilization, first-time fix rate, mean time to repair).

## Leadership and Differentiation

Recognized “Leader” in Gartner Magic Quadrant for Field Service Management, with highest placement in “completeness of vision” and second-highest placement in “ability to execute.”

### The Leader in FSM

Figure 1. Magic Quadrant for Field Service Management



## Gartner

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## Why GE | ServiceMax

- 100% cloud-based
- 400+ customers in 40 countries
- Comprehensive product suite
- 150 million assets managed across verticals
- 2.5+ million mobile syncs each day
- Used at 30 million locations

## About GE Renewable Energy

GE Renewable Energy is a global leader in advanced technology focusing on wind, hydro, and solar power generation services for a cleaner, more productive world. Combining onshore and offshore wind, hydro and innovative technologies such as concentrated solar power, GE Renewable Energy has installed more than 400 GW capacity globally to make the world work better and cleaner. Our tailored solutions range from single component to full turnkey power plants.

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