

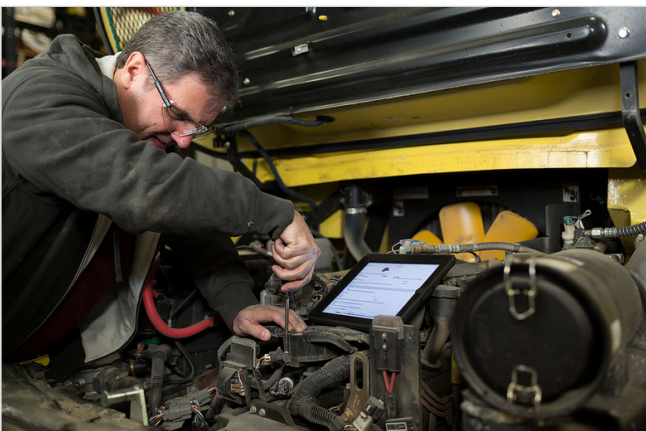
# PTC Servigistics® InService

Trustworthy, contextual service and parts information – anytime, anywhere

Service technicians and equipment operators use PTC Servigistics InService to access updated, configuration-specific, service and parts information for their task at hand. Precision search, navigation and filtration pinpoint the user to the necessary high-quality information, boosting technician productivity and parts revenue.

With a modern, adaptive user interface framework, InService supports keyboard and touch-screen preferences across PCs and hand-held devices, providing access across the mobile workforce and customer base.

PTC Servigistics InService provides rich “end-to-end” content enabling the highest quality formats with associativity back to Technical Publications and Engineering. This holistic capability is a strong competitive differentiator for service organizations that traditionally struggle with content quality and accuracy limits inherent in disjointed approaches.



Service Information at your fingertips

## Key Benefits

### Improves technician efficiency by:

- Increasing service and parts accuracy
- Shortening repair and maintenance resolution time
- Precisely relating and filtering service and parts information
- Delivering dynamic, interactive 3D and 2D illustrations that improve comprehension

### Improves service parts revenue by:

- Outperforming aftermarket competitors for parts identification
- Single source of both service and parts information
- Shopping cart workflows to support OEM and distributor eCommerce
- Recommends all part options as well additional parts needed

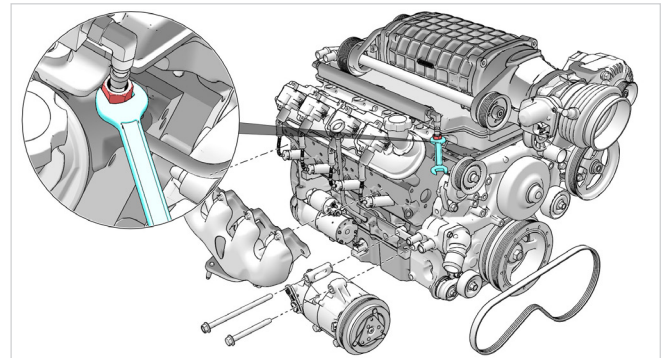
### Single enterprise architecture for:

- Aggregating multiple sources of content into a single delivery platform
- Scaling to the largest service operations, with no-downtime content updates
- Delivering information in flexible formats to multiple platforms/devices

## Features

Dynamically delivers service and parts information across a comprehensive range of formats

- Interactive parts lists
- Product as configured
- Service procedures
- Operating instructions
- Bulletins
- Schematics
- Animations
- Maintenance guidelines



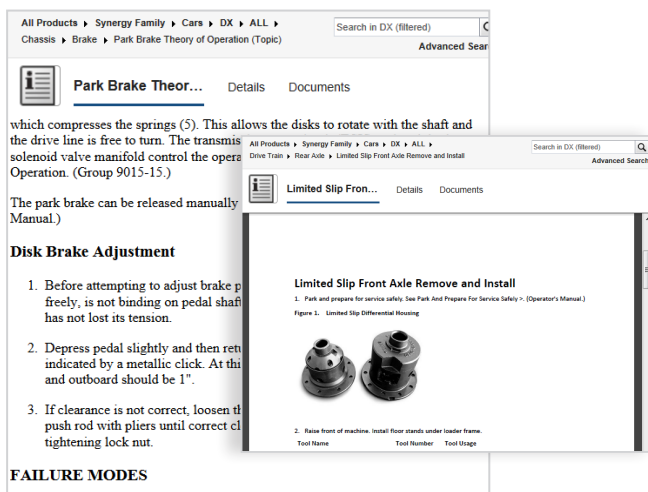
2D/3D graphical supplementation of procedural information

## Supports online and offline/disconnected modes

- Single source multiple delivery channels
- Centrally hosted server for connected users
- Deployable in standalone mode for offline use
- User Interface tablet supported
- Synchronization module between online and offline

## Highly scalable architecture

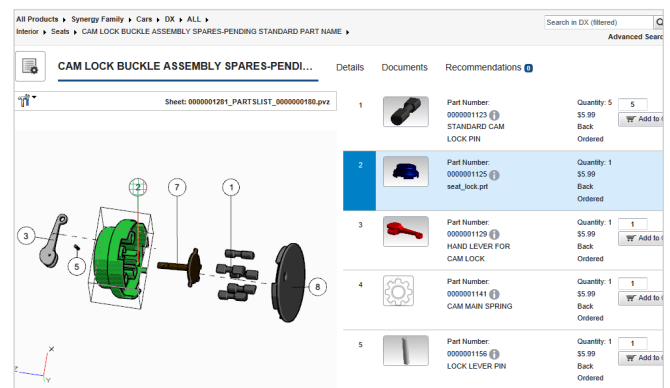
- Incremental data updates
- Parallel processing and loading
- Synchronized deployment to multiple sites
- Support for clustering for large scale deployments
- Cloud compatible architecture



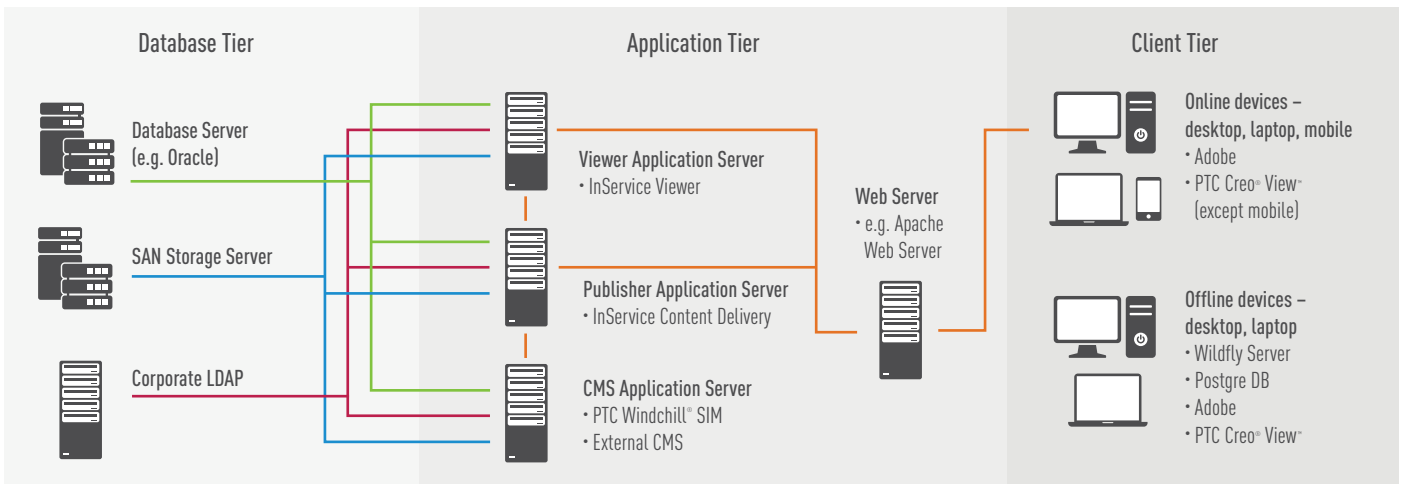
XML and PDF formats supported

## Complete solution for publishing service and part information

- Content publishing module integrated with PTC Windchill® Service Information Manager™
- Scalable CSV loader for third-party content loading
- Incremental loading
- Various input format types – XML, PDF, 2D and 3D graphics



2D/3D Interactive Parts Catalog



Enterprise class solution architecture

## Enterprise class systems integration

- Shopping cart delegates facilitate seamless, online ordering of service parts
- Single sign-on and LDAP integration
- Standard J2EE, browser-based solution
- Various APIs for interfacing with external systems such as ERP, diagnostic and parts management

## Ease-of-Use

- Easy-to-use web-based user interface
- Workflow-based hyperlinks
- Intelligent free text and custom searches
- Visual and textual navigation
- Product instance effectivity filtering
- Web-native architecture for ease of integration
- Leverage rich 2D/3D graphical illustration
- Supports context-specific filtering based on item configuration
- Option and variants content filtering

## Platform specifications

For the most up-to-date platform support information, visit:

[PTC.com/partners/hardware/current/support.htm](http://PTC.com/partners/hardware/current/support.htm)

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J6407-PTC-Servigistics-InService-DS-EN-1215