

MAXIMIZE

the effectiveness of your service
and support organization.

**Service Lifecycle Management solution
from HP and Siemens PLM Software**

Brochure



Capabilities

The SLM solution will vary depending on the customer's service & support requirements and strategic objectives, but the following are the core capabilities:

- **Materials management** – Track and manage all part, tool and equipment inventories used to repair, maintain or overhaul your capital assets.
- **Maintenance execution** – Execute auditable maintenance procedures, retain event histories and capture asset performance/readiness status.
- **Maintenance planning** – Enable service organizations to define and plan maintenance requirements, frequencies and procedures for complex components and assets.
- **Service data management** – Provide total visibility into long-life assets, including current and historical configuration knowledge and status; it also captures service event activities performed anywhere in the service value chain and delivers a services dashboard to support PBL/SLA contracts through metrics.
- PLM support for a full lifecycle knowledge management/ process management environment, sustainment application solutions and controlled data exchange/ configuration management capabilities
- Security support for security regulation/privacy policy compliance
- IT services for IT management/ hosting, application implementation/management, content management of technical publication, training, customization and second level support

Improve the execution and effectiveness of your service and support activities and contracts with a combination of HP's service and support expertise and Siemens product lifecycle management (PLM) technology. HP and Siemens PLM Software developed a best-of-the-best service lifecycle management solution (SLM) that combines HP's service and support experience and global IT services with Siemens' industry-leading Teamcenter® software.

World-class services and best-in-class software

Customers demand reliable uptimes for their machinery. Increasingly complex machines and products (more mechatronics) and scarcity in specialized service personnel are driving engineering companies to rethink their service and support processes. How can a machine be serviced effectively and efficiently? What information is needed to support a contractual service level? How can a service engineer access all relevant information needed to fix a problem quickly? How and when this information is best created? Up-to-date and accurate information is critical to reliably manage and execute service activities and contracts.

By offering tailored service and support packages to customers ranging from break & fix services up to higher value business critical support services new revenue streams can be unlocked. Profitable delivery requires transparency in the service and support processes. Capturing key performance indicators along the service and support delivery activities allows to improve the service and support processes continuously and helps to increase the overall product quality.

The SLM Solution jointly offered by HP and Siemens PLM Software enables OEMs, engineering companies and system integrators to significantly reduce the time, risk and expense associated with fulfilling service activities and contracts. HP delivers the methodology, service and support experience, local presence and IT solutions needed to integrate the people, systems and processes required to rapidly deliver a strategically effective SLM solution.

Manufacturing industry

At the core of the IT solution is a digital information backbone delivered on Siemens PLM Software's Teamcenter suite of digital lifecycle management solutions. Teamcenter enables OEMs, engineering companies or systems integrators to establish a single source they can use to support, sustain and maximize the operational usage of products, machinery and complex capital assets.

Achieve measurable business results

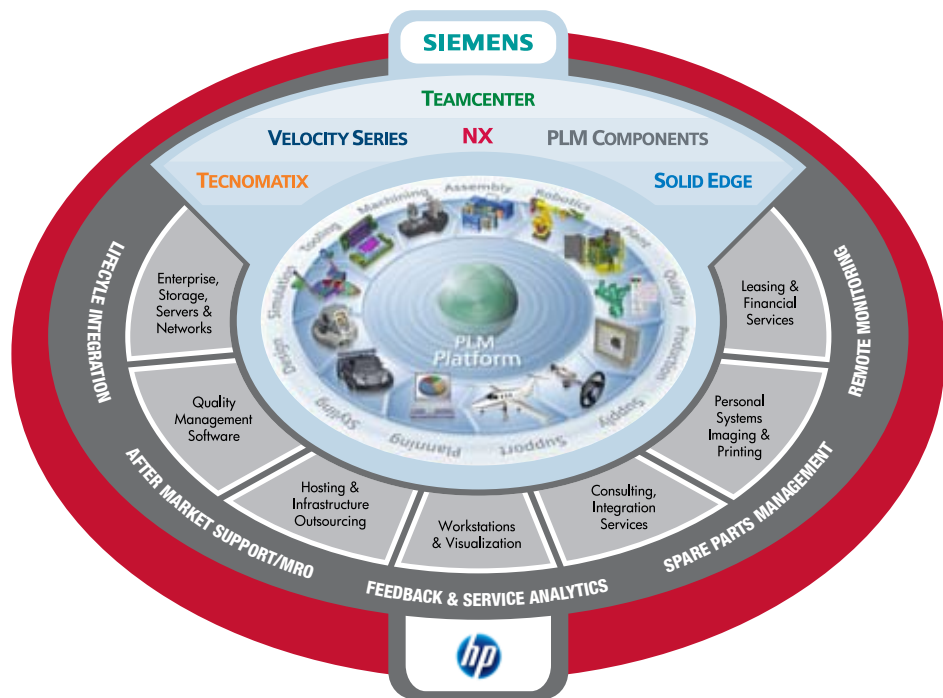
Minimize downtime – Offer your customers precisely the support they need. Integrate planned and unplanned service tasks seamlessly into one coherent schedule. Support proactive maintenance with comprehensive remote management capabilities. In case of a service incident, your service engineers will find all relevant information and parts quickly – no cumbersome research within the guts of your engineering data.

Improve service quality – Gain the full range of configuration and operational knowledge from a single source. Leverage the solution's rules and roles to protect and deliver the most current as-maintained information available and extend the service value chain to remote or outsourced service activity. Use this end-to-end product information to improve your organization's first time fix rate.

Disburden R&D from service tasks – Make as-maintained bill-of-material (BOM), service documentation, health parameters, product documentation, troubleshooting rules and other relevant service information available to service personnel, thus improving information flow and minimizing R&D disruption by service calls.

Minimize service cost – Always identify the correct spare parts at the first hand. Improve first time fix rate and optimize spare part allocation according to your service levels. Minimize penalties by keeping downtimes within service levels. Always know who contributed a certain part or assembly, thus be able to pass warranty costs to the respective supplier. Streamline your processes for service and support delivery by establishing a single source of truth for your product data.

Optimize warranty costs – Enhance organization and asset performance through the capture, analysis and reporting of key service metrics. Through the detailed capturing of service metrics and the feedback of this into product development and manufacturing early detection of product flaws becomes easier, directly helping to improve overall product quality. Transparency of these service metrics allows the OEM to better plan for necessary warranty accruals.



Benefits

- Enable service organizations to plan and deliver their services more efficiently
- Maximize the operational availability and reliability of your managed assets
- Enables a design-for-service strategy that lowers lifecycle cost by providing next generation products with full lifecycle feedback across design, manufacturing, logistics and sustainment organizations
- Provide up-to-date asset knowledge to service teams at their point of need so they can understand an asset's ongoing requirements
- Establish feedback loops to bring service concerns of field technicians to the attention of product developers and service engineers
- Facilitate performance-based contracts by enabling service organizations to measure asset availability/reliability and employ organization performance metrics, modeling and optimization techniques

Value of the SLM Solution

Single source of truth – SLM leverages the Teamcenter's larger portfolio of digital lifecycle management solutions. Organizations that own product responsibility from concept planning to end-of-life disposition can utilize Teamcenter to manage their entire product lifecycle. Product design and engineering teams can capture maintenance and reliability requirements determined during the product development cycle and feed these requirements to service organizations to properly assign service objectives and procedures. Similarly, service teams can capture operational observations (such as mean time between failure, time-for-service procedures, failure codes and operational logs) and feed this information back to product and service engineering via closed loop processes.

Consistent change management – In the delivery of service and support activities change management is critical to ensure on-going service and support delivery. Changes get initiated with every break&fix or planned maintenance activity. Teamcenter supports the Configuration Management II (CMII) change management standard, which includes four main phases in change management: Change Authoring, Execution, Closure and Administration. CMII is a fine-grained solution with the ability to break out Strategies and Tasks and manage the entire cycle of review, approval, and implementation of a change.

Comprehensive solution – SLM provides support for the management of spare parts, service and product documentation, repair and maintenance instructions and troubleshooting knowledge all essential for optimized service and support delivery. Remote support capabilities ensure the discovery of potential failures upfront and are essential to meet business critical SLAs.

Online/offline usage – Service and Support for complex machinery is challenging when it comes to application connectivity (mobile, WLAN, etc.). In situations where online connectivity is not given, technicians need to be able to access the service and support information in the same way as if they would be online. The data replication capabilities of Teamcenter allow for the replication of up to date service and support information onto the laptops of the technicians, thus allowing them to efficiently and effectively perform their assigned tasks.

Metrics and management – Dashboards and reports provide metrics and facilitate analyses to track key performance indicators for parts, assets, processes and suppliers. These dashboards enable managers to monitor and successfully execute service activities and contracts.

Features

- Asset and component histories and up to date service information
- Deviations, waivers, variants and problem reports
- Change management and impact analysis across fully integrated lifecycles
- Process automation and notification
- Maintenance planning and Execution
- Technical publication management (content management, authoring, publishing)
- Configuration validation for compliance to approved configurations
- Ability to capture and manage metrics, leverage dashboards and issue KPI reports on product, asset, and process performance



Today's opportunities and the role of the SLM Solution

The SLM solution gives OEMs the opportunity to capture new revenue and improve their margins if they are able to meet contractual obligations for product and machinery uptime and reliability. OEMs can do this by using knowledge management technology and establishing streamlined processes to support their goals for better reliability and availability.

OEMs and/or system integrators develop vast amounts of engineering data during the early stages of system design, logistics and manufacturing—information that is vital to intelligently support and service the system during its operational life.

You can achieve significant gains by structuring this knowledge to improve its visibility to key stakeholders throughout the sustainment value chain. Integrating it into a manufacturing ecosystem will improve the performance of the service organization and the underlying asset. The SLM Solution from HP and Siemens PLM Software enables OEMs forces to establish an ecosystem that excels at knowledge and process management—thereby maximizing service and support effectiveness.

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