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Solution Brief

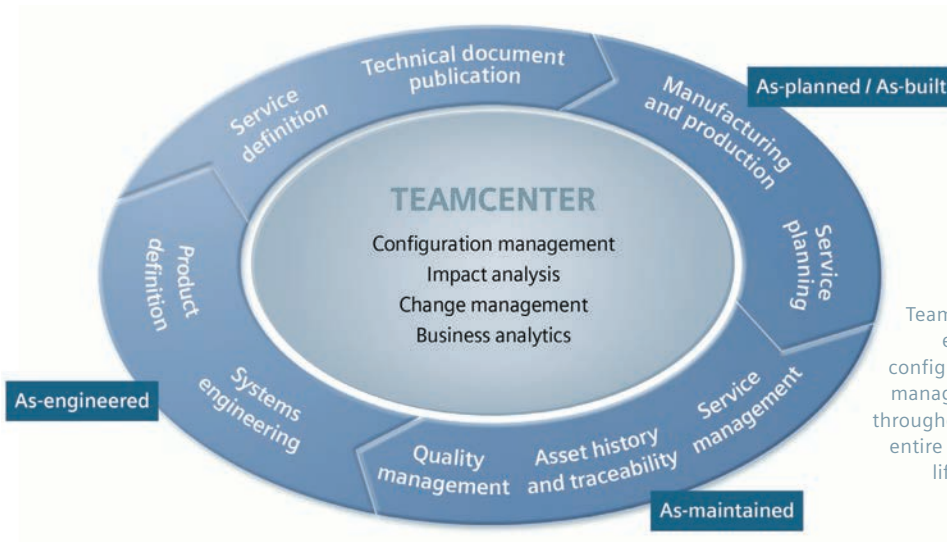## Service-driven lifecycle management

Manufacturers of highly-complex and long-life products are experiencing greater pressures around service profitability due to inefficient data management capabilities. Many companies are realizing that with enhanced asset data management, opportunities exist to rapidly grow in-service revenue, while containing costs through more efficient inventory management

CSC

and reduced rework. Opportunities for improvement include:

- Creating better service effectiveness across the supply community

- Capturing new contracts and optimizing existing revenue streams

- Securing customer loyalty through service performance

Introducing service-driven lifecycle management

Teamcenter enables configuration management throughout the entire service lifecycle.

Better
- Improve service planning productivity through re-use of product and service data
- Improve "first time fix" rate through better planned service

Faster
- Decrease time-to-resolution through up-to-date service plans
- Reduce unscheduled asset downtime

Cheaper
- Reduce inventory costs via accurate part requirements
- Optimize service planning and forecasting

Solution Partner

SIEMENS

PLM

Improve service planning productivity by getting more out of your product and service data using Siemens PLM Software's and CSC's Service-Driven Lifecycle Management solution – powered by Teamcenter® software. Coupling CSC's service management expertise with Siemens PLM Software's best-in-class configuration management capabilities provides you with a holistic approach to greater service confidence.

Teamcenter maintenance, repair and overhaul (MRO) addresses service lifecycle management environments using a single source of product and asset definition. Teamcenter product lifecycle management (PLM) technology establishes a unique configuration management environment that helps you capture, organize, optimize and utilize knowledge while the asset is maintained and serviced.

CSC's aftermarket and service practice provides industry-leading solutions and services for manufacturers of products with long life cycles. CSC's solutions include end-to-end MRO IT with performance-based logistics (PBL) command, field service mobility with Field Tech 360, aftermarket assessment capabilities through CSC's aftermarket value roadmap (AVR) toolset and spares planning solutions.

Targeted to engine or airframe OEMs, companies manufacturing subsystems, or handling PBL contracts, our joint solution includes:

- CSC consulting to help justify investment in aftermarket and help to set the roadmap and systems landscape
- Teamcenter's unique strengths in configuration management and service applications to enable your aftermarket vision

Our alliance offers differentiated solutions, a long-term partnership and proven implementation success that allows you to maximize your approach to PLM and MRO.
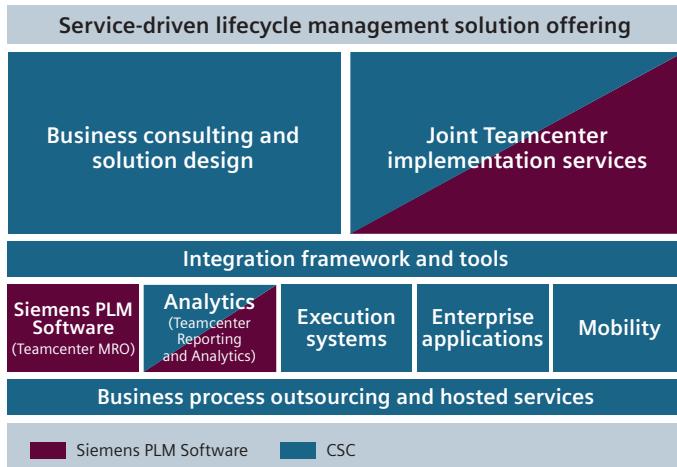
About CSC
CSC is a global leader in next-generation IT services and solutions. The company's mission is to enable superior returns on our clients' technology investments through best-in-class industry solutions, domain expertise and global scale. For more information, visit us at www.csc.com.

About Siemens PLM Software
Siemens PLM Software, a business unit of the Siemens Industry Automation Division, is a world-leading provider of product lifecycle management (PLM) software, systems and services with nine million licensed seats and 77,000 customers worldwide. For more information on Siemens PLM Software products and services, see www.siemens.com/plm.

For more information on this offering, see: www.siemens.com/plm/csc

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Service-driven lifecycle management solution offering

Business consulting and solution design	Joint Teamcenter implementation services

Integration framework and tools

Siemens PLM Software (Teamcenter MRO)	Analytics (Teamcenter Reporting and Analytics)	Execution systems	Enterprise applications	Mobility

Business process outsourcing and hosted services

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