DIGITAL INDUSTRIES SOFTWARE

Teamcenter service lifecycle management

Increase service revenue potential and improve asset performance

Benefits

- Reduce asset downtime and maintenance costs by designing for serviceability early on
- Increase service revenue with aftermarket service opportunities
- Excel in markets with quality of production services
- Maintain compliance with long lifespan assets
- Improve predictive maintenance practices by integrating IoT technology

Summary

Siemens Digital Industries Software provides its service lifecycle management (SLM) software to help you efficiently address the planning, design, production and operation of your physical assets. It improves operational performance, increases customer loyalty, and can increase your service-related aftermarket revenue opportunities.

The Teamcenter® portfolio is the leading choice in product lifecycle management (PLM) software on the market. Leveraging Teamcenter SLM, you get a digital thread of information that provides end-to-end connectivity of service-related data from design to production to execution for a comprehensive, actionable digital twin. It enables your service organization to manage all the service aspects of a product, including service planning, synchronizing the engineering bill-of-materials (EBOM) and service bill-of-materials (SBOM), and improving collaboration between planning and execution. This increases the value of service operations and drives up aftermarket revenue. Teamcenter SLM is part of the Xcelerator portfolio, the comprehensive and integrated portfolio of software and services from Siemens Digital Industries Software.

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Features

- Support EBOM and SBOM synchronization for closed-loop serviceability
- Improve service performance and first-time fix rates with full visibility of physical asset configurations
- Achieve greater compliance and service results with efficient operational activities
- Collaborate on service planning and processes across the value chain
- Integrate with MES, EAM, CMMS and FSM solutions for field technician access to physical structure configurations

Manage the comprehensive digital twin of complex physical assets

Incorporating service lifecycle management as an integral part of PLM will help you significantly improve your service readiness, and take your service initiatives to the next level. Using Teamcenter SLM, you get a comprehensive digital twin for service that considers all phases of the product lifecycle, from design, to manufacturing to the service of physical assets. It allows you to manage large, complex and multi-variant configurations that encompass the mechanical, electrical/electronic, software and documentation components of any serviceable asset. Using Teamcenter service lifecycle management, you leverage an open ecosystem that empowers service providers with a single source of knowledge to manage, plan and execute services.

Using Teamcenter SLM helps you track the physical structure of assets. You can maintain design and service data in Teamcenter to validate what's happening in the field, identify upgrade candidates and leverage direct links to analyze engineering and manufacturing data. Integrating with a manufacturing execution system (MES), enterprise asset management (EAM), computerized maintenance management system (CMMS) and field service management (FSM) solutions enable downstream accessibility that provides up-to date engineering data such as 2D/3D diagrams, service work instructions and animations. You can integrate these systems to update usage data back into Teamcenter, keeping historical data and up-to-date digital representations of physical assets that allows you continuous design improvement based on usage data.

Ongoing feedback mechanisms between design, engineering and service are critical to achieve effective serviceability. Using Teamcenter service lifecycle management helps you improve collaboration between teams and accurately communicate service knowledge throughout your organization – getting the right product and service information to the right people at the right time. This information improves service readiness during the planning stage. Once the equipment is in the field, you can use information from service operations, including part usage, issues, reports of defects and service history to refine the service of assets.

Teamcenter Service Lifecycle Management capabilities

Using a SBOM to maximize service knowledge

With robust SBOM management, you can shift planning for service early on in the development process and synchronize service data with engineering data to lower risk of rework and errors.

Proactively manage your requirements with service planning

Using service planning capabilities provides a proactive approach to service and helps you address requirements for preventive, conditional and reliability-based maintenance and support plans for overhauls and decommissions.

Providing technical publication authoring for accurate service instructions

Your team can efficiently author and publish service documentation with integrated technical publishing capabilities delivered to meet the needs that are specific to the asset and the end-user to reduce service errors.

Creating physical structures for accurate fielded asset configurations

Manage the comprehensive digital twin of your physical assets to ensure ongoing verification to the design intent and provide stakeholders full visibility to all asset updates, including part movements, utilization, discrepancies and failures.

Integrating maintenance solutions for effective execution

You can provide access to service engineering and physical asset configuration data in real time by integrating maintenance solutions like IBM Maximo and others. This helps with service planning and prepares your service technicians with the right tools, skills and service knowledge for improved first time fix rates and reduced asset downtime.

Using industrial IoT to improve asset performance

With the ability to integrate to industrial internet of things (IIoT) technology, you can report and analyze trends in asset performance. This helps to improve service planning with predictive maintenance and organizational key performance indicators (KPIs).

"Siemens' pragmatic approach to delivering open service lifecycle management solutions provides the breadth and depth that enterprises need to create a comprehensive, actionable digital twin and manage the complete service lifecycle across a heterogeneous set of extended enterprise solutions."

Ken Amann
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