

ThingWorx Asset Advisor for service

Start your Service Transformation by taking action with connected assets

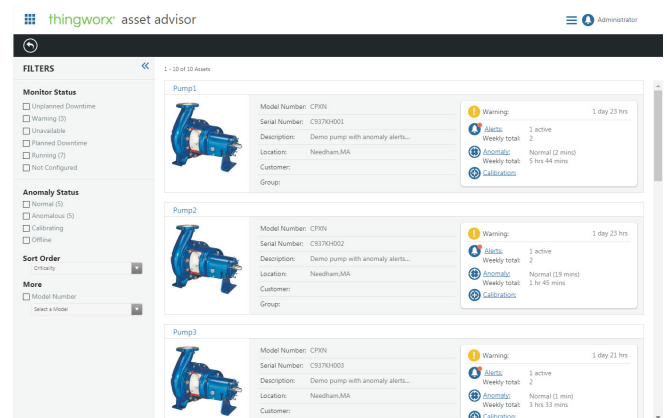
Accelerate time to value by enabling service to remotely monitor, diagnose and resolve issues

Manufacturers understand that connecting their equipment is essential to minimizing downtime and reducing costs while providing better service offerings to their customers. To realize these benefits, service organizations require remote access to monitor and assist with user operations, troubleshoot problems, resolve service events and more – all without leaving the office.

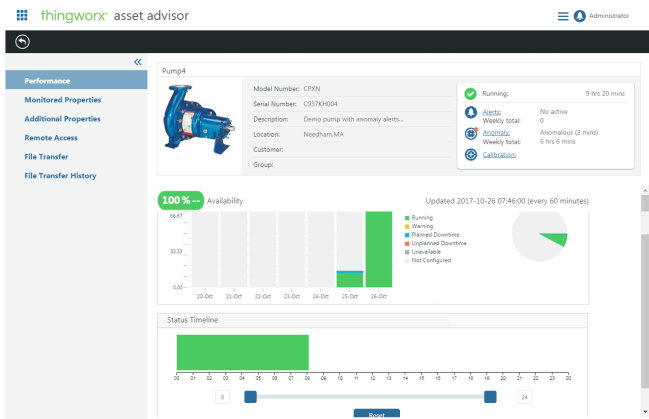
ThingWorx Asset Advisor continuously monitors key parameters in connected equipment to detect problems before they cause downtime. Service managers and technicians can monitor, manage, diagnose and resolve issues for their connected equipment in the field. Connected assets can be remotely diagnosed by viewing sensor information to determine if a corrective action can be taken before it impacts asset performance so you can make better-informed, faster decisions.

Why ThingWorx Asset Advisor?

ThingWorx Asset Advisor provides service teams with unprecedented capabilities to see, understand and act in real time for a proactive maintenance approach.



Unified list of all assets under management



Historical view of performance and asset status

Capabilities

- Monitor asset condition and performance issues in real-time
- Gain remote access to connected equipment
- Perform initial diagnostics for best service response
- Generate alerts based on rules and irregular operating conditions
- Enable remote service actions to be taken on alerts in the context of a service event
- Gain insight into equipment performance trends across the install base.

Benefits

- Improve equipment uptime and field service productivity
- Reduce unscheduled downtime by detecting possible product failures and irregular operating conditions
- Understand equipment utilization rates and overall install base health
- Capture and scale technical service expertise of workforce
- Gain insight into asset and service model through visibility of pervasive issues
- Use information on performance trends to guide future service strategy

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