

PTC Windchill® Service Parts™

Transform Existing Engineering and Manufacturing Product Information into High-Quality, Accurate and Timely Spare Parts Information

PTC Windchill Service Parts creates the associative, interactive service parts information used throughout a product's serviceable lifecycle.

Faced with unprecedented economic and competitive challenges, today's manufacturers are under greater pressure than ever to reduce costs, increase profitability and establish competitive advantage. Accordingly, the sales and service aftermarket is increasingly becoming recognized as a critical driver of business success. With service and support operations rapidly transitioning from cost centers to revenue and profit centers, both are emerging as competitive differentiators. Inherent in this new service-oriented perspective is the awareness that product usability and performance directly impact manufacturer's profitability. Consequently, accurate spare parts information is critical to successfully operating and servicing products throughout their lifecycle.

Many manufacturers experience serious "disconnect" between their engineering and service environments which severely compromise—or outright prevent—the timely creation and flow of high-quality, accurate spare parts information. Lacking such information, field service personnel often order and stock the wrong parts, take unwarranted actions that jeopardize parts revenue opportunities and, most significantly, fail to repair or service products properly. The result is dissatisfied customers with weakened brand loyalty.

PTC Windchill Service Parts enables companies to leverage their engineering and manufacturing product data to create high quality spare parts information. Specifically, PTC Windchill Service Parts facilitates the creation, management and delivery of the most up-to-date, accurate and relevant spare parts service information in the form of a Service Bill

of Material (sBOM) and associated part relationships including graphical representations. PTC Windchill Service Parts defines spare parts information for every product configuration and enables the automated delivery of graphical parts information throughout the product's serviceable lifecycle.

PTC Windchill Service Parts maintains associativity links between the upstream source BOM (eBOM or mBOM) and the downstream BOM (sBOM) by reusing and repurposing engineering and manufacturing data for the service environment. Such associativity aligns service content with the original product definition—ensuring the accuracy and integrity of service information, as any changes made on the engineering side can be quickly identified and incorporated on the service side.

In summary, PTC Windchill Service Parts:

- Transforms an engineering or manufacturing Bill of Materials into an associative service BOM
- Captures part association information like replacements, supersessions and recommendations
- Creates and organizes parts lists to create parts catalogs
- Automatically generates 2D/3D technical illustrations and accompanying callouts for the Parts Lists using PTC Creo® Illustrate
- Delivers parts information electronically via PTC Servigistics InService; as well as to print publication formats

Key benefits

Maintain Up-to-Date Spare Parts Information

- Build associativity to source engineering or manufacturing product data
- Ensure up-to-date service parts information which improves user confidence concerning service information accuracy

Enhance Service Parts Relevance

- Define applicability rules for every product configuration, serial number and operating condition to better equip technicians
- Ensure the availability of the correct serviceable part using applicability rules for spares

Increase Efficiency & Productivity of Parts List Authors

- Automatically generate Parts Lists from sBOM
- Create Parts Catalogs for interactive and print part information delivery
- Accelerate illustration creation by automatically generating interactive 2D and 3D representations of Parts Lists
- Support work-in-process collaboration

Simplify and Improve Change Management Processes

- With associativity, changes on the engineering parts are flagged on the service side and can be incorporated and reflected in updated service parts information
- With an enterprise level of deployment of PTC Windchill, Engineering can perform extensive impact analysis to assess the impact of a design change on manufacturing and service before authorizing/issuing the change

Enhance Efficiency & Effectiveness of Support Organizations and End-Users

- Enable quick identification of the specific parts required for repair and service procedures to empower technicians and dealer networks to quickly and easily order the correct parts

- Enable companies to better manage optimized parts inventory
- Reduce time and/or effort required to repair/service a product by providing accurate and up to date spare parts information to field personnel

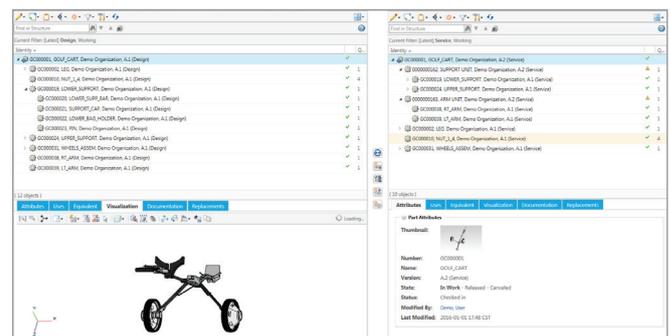
Features

Leverage Functionality from Windchill Service Information Manager™

- Leverage Information Structures, Publication Structure and applicability capabilities from PTC Windchill Service Information Manager to organize service parts content and generate context-specific parts
- Applicability rules defined in PTC Windchill Service Information Manager can be leveraged to enable publishing and delivery of spare parts information for every product configuration

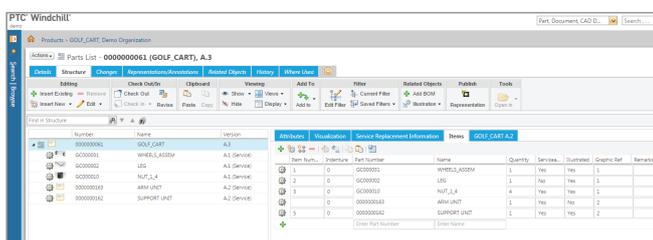
Define Service Bill of Material (SBOM) from existing product information

- Transform existing Engineering and/or Manufacturing Bill of Material (EBOM or MBOM) into Service Bill of Material and maintain associativity with the corresponding upstream parts
- Capture service specific meta-data like Serviceability and spare part relationships, like Part Replacements, Part Supersessions and Part Recommendations
- Define Service Kits
- Define Applicability rules on Parts/BOM to enable context specific delivery of part information for a given product configuration, serial number or operating condition



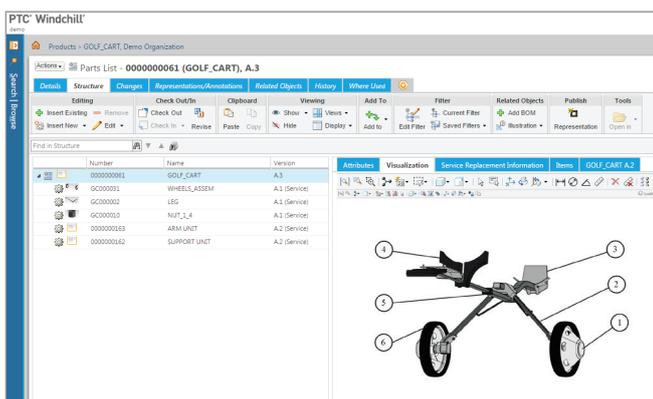
Generate Parts List

- Parts List Author leverages sBOM organization to create individual Parts Lists and attributes
- Parts List Author stores new Parts List in the Information or Publication Structure with other related service information
- Parts List can be overloaded with their own applicability rules to provide product configuration specific parts information to users



Generate and manage 2D/3D Illustrations & Accompanying Callouts

- Source 3D Technical illustrations and callouts from information authored in Parts List
- Leverage PTC Creo Illustrate’s seamless integration with PTC Windchill Service Parts to automatically generate illustration data and callouts associated with the Parts List using 3D CAD data
- Generate links between parts in the Parts List and associated 2D/3D illustrations automatically to make the part identification easy for service technicians when delivered electronically
- Associate one or more illustrations/graphics to Parts Lists to clearly communicate part information to service networks



Publish and Deliver Parts Service Information

- Organize Parts Lists in Information Structures; to provide product based navigation of parts information based on major systems, subsystems and options
- Leverage Information Structures containing Parts Lists and Applicability rules to author Publication Structures to deliver print based Parts Catalogs
- Deliver parts service information to PTC Servigistics InService in an electronic and interactive format or in print publication format (PDF)

Streamline Change Management Processes

- Highlight changes to source eBOM/mBOM in the downstream sBOM and provide tools to quickly incorporate appropriate changes
- Simplify updates to associated sBOMs, Parts Lists, Illustrations and Parts Catalogs with end to end associativity

For more information about PTC Windchill Service Parts and the PTC Windchill Service solutions, visit: <http://www.ptc.com/product-lifecycle-management/windchill/service-information>

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