



## Maximize asset uptime with preventive maintenance

### Keep assets operating as they should to keep your business running

It's easy to understand why regular preventive maintenance is important. It can keep assets operating as they should to help you avoid costly downtime and repairs and optimize the value of your investments over their useful lifetime. Keeping track of what needs to be maintained and when, however, can be difficult, particularly when the information you need is scattered across multiple spreadsheets and systems.

To ensure effective maintenance, you need a way to track information and get alerts on milestones to ensure critical updates and maintenance aren't missed. You need to be able to schedule downtime for maintenance when it's convenient, as opposed to when something breaks, and you need to be able to measure performance to optimize your field service activity. With ServiceNow® Field Service Management, you can do all that and more.

### Use planned maintenance workflows to prevent issues

ServiceNow Field Service Management leverages integrated Asset Management to track asset history and schedule maintenance based on regular intervals or usage. With a complete history of customer assets, technicians can make the most of each truck roll for comprehensive service visits that reduce repeat trips. In a recent [Forrester Consulting study](#)<sup>1</sup>, four ServiceNow customers saw a 17% deflection of truck rolls through first-time resolutions and preventive maintenance over three years. Using Field Service Management, you can automate your field service operations to:

- Maximize asset uptime and help prevent interruptions to critical operations using Predictive Intelligence to identify and resolve issues before they can become problems.
- Improve efficiency through automated workflows.
- Increase visibility to measure and optimize field service performance.
- Ensure compliance through automatic scheduling and reporting.
- Speed time to resolution with a global knowledge base that puts relevant information at the fingertips of agents and technicians.

### Use case

Cubic Transportation

### Challenges

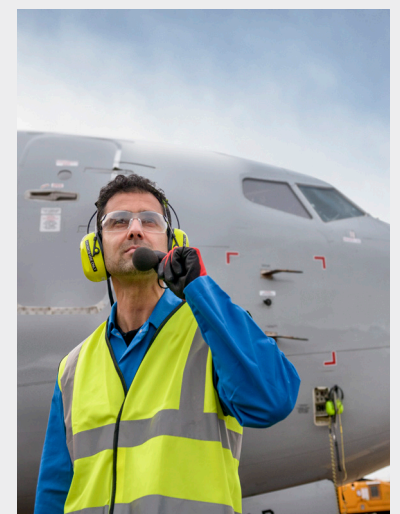
- No real-time visibility into asset information
- Manual, paper-driven processes made it easy to miss optimal maintenance windows and slowed progress
- An inability to measure performance made it hard to optimize field service

### Solution

Field Service Management

### Results

- Maximum asset uptime and fewer interruptions to critical operations
- Improved efficiency
- Increased visibility of assets
- Quicker time to resolution



# Preventive maintenance workflow

The specific stages and steps for preventive maintenance workflows vary by industry and use case, but each can be digitalized and automated within ServiceNow. The following is an example for a transportation company:

- 1 Define workflow** – An aircraft maintenance manager sets up a maintenance plan to trigger a diagnostic alert after every 25 hours of flight time. The diagnostic verification must be completed before 60 hours and more extensive checks performed every 200 hours, depending on the aircraft type.
- 2 Auto-generate work orders** – When a trigger threshold is met, the maintenance plan automatically creates one or more work orders, utilizing templates that contain the appropriate series of repeatable tasks for each aircraft type. These tasks can be automatically assigned to personnel based on their location, availability, and skills.
- 3 Notify technician** – An avionics technician is notified they have been assigned a task. They log into ServiceNow to see and accept (or reroute) the task that needs to be executed to finish the maintenance diagnostic.
- 4 Provide comprehensive maintenance** – With integrated Asset Management, the technician can see asset details, such as its subcomponents, as well as its entire service history, including information on what parts need to be replaced or serviced. In addition, the technician can get recommendations, directions, tips from knowledge articles and previous work orders to help complete the task.
- 5 Complete the task** – Once the technician finishes the maintenance and updates the task, the next planned maintenance appointment is scheduled and assigned automatically.
- 6 Provide audit trail** – All the completed tasks and data are tracked in the maintenance plan records for future reference, so it's easy to pull data needed for trend analysis, reports, and audits to satisfy compliance requirements.

