

# Maximize customer uptime with preventive maintenance

## The challenge

Unplanned maintenance can cost an organization up to nine times as much as preventive maintenance. A preventive maintenance program, applied properly, minimizes the stress on both customer equipment as well as the field service organization. It reduces the likelihood of equipment breaking and product outages or downtime.

When an equipment manufacturer or service provider knows a certain part fails every seven months or 2000 uses, then it makes sense to have a preventive maintenance visit before the failure to replace it. Because nothing is broken yet, the work can be scheduled during normal equipment downtime (after hours). And the visit can be scheduled to accommodate other more critical field service appointments.

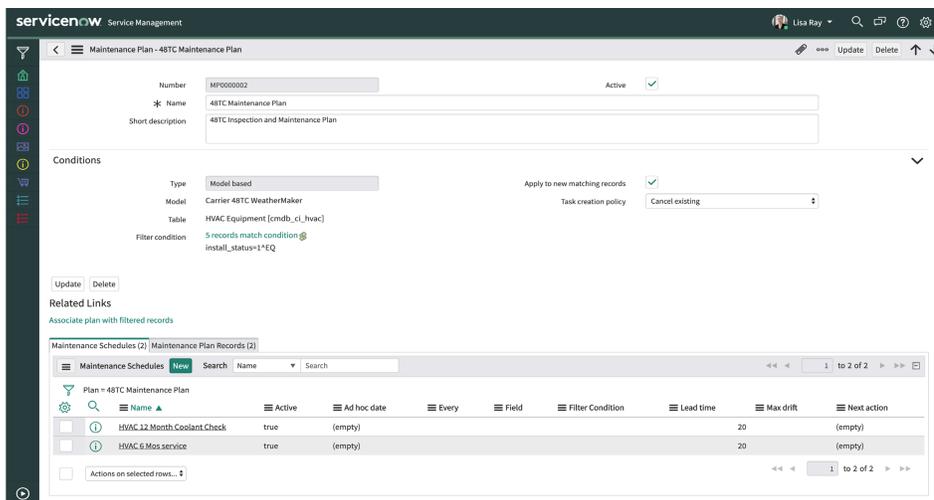
But organizations struggle with keeping track of the use or conditions of the hundreds or thousands of assets they support. It's easy for preventive maintenance to be missed, resulting in reactive service when the part fails.

## Performing preventive maintenance with ServiceNow® Field Service Management

The Planned Maintenance capability of ServiceNow Field Service Management is designed to make keeping up with preventive maintenance easier. This functionality consists of:

**Maintenance Plans**, the master records that contain all of the plan info and include:

- **Conditions** – determine which accounts, models, or assets are covered by this plan. New matching assets can automatically be included to an existing plan.
- **Maintenance Schedules** – when the maintenance tasks happen. These can be based on either duration or meter and can be triggered by the first occurring related condition (for example, 6 months or 6,000 miles for a vehicle's oil change). They can also run off a specific schedule, such as the third day of every month.
- **Maintenance Records** – show when a plan was last run and when it's next scheduled to run, if applicable.



The Maintenance Plan includes conditions, schedules, and records of upcoming and past maintenance.

### Prevent downtime

Regular maintenance avoids unexpected equipment downtime and productivity loss.

### Maintain service level agreements

Avoid performance penalties and reduce the risk of SLA breach through regular maintenance.

### Provide comprehensive service visits

Schedule maintenance to coincide with other service visits to get the most out of each truck roll.

**Work Order Templates**, which define a series of repeatable tasks. These templates automatically create tasks, part requirements, and skills dependencies. They can also include any checklists required as part of the work. The maintenance plan uses a work order template to generate the actual list of tasks that need to be completed

ServiceNow combines the data, conditions, and rules to support the creation and scheduling of tasks required to execute preventive maintenance plans. Maintenance schedules are executed whenever the meter, duration, script, or condition criteria is met. You can also use the schedule ad-hoc feature to run a maintenance schedule manually.

In addition, you can ensure comprehensive service visits by including preventive maintenance. If a technician is already on site for another issue, it makes sense for them to also address upcoming preventive maintenance. By tracking planned and unplanned work along with asset management in ServiceNow Field Service Management, a technician's visit is made more efficient while maximizing equipment uptime and SLAs.

#### **Preventive maintenance is a win-win for all parties**

It's clear that preventive maintenance is a win-win for a service organization and its customers. By executing a regular preventive maintenance program, you deliver improved uptime for your customers, and can even sell and deliver higher levels of service. Customers are assured their equipment remains available to operate under safe, optimal conditions, both for the machine and the operators.

The preventive maintenance model allows potential issues to be addressed before they have a chance to cause harm. Service organizations bring in a consistent revenue stream and ultimately streamline and optimize their service organization. Win-Win.



Ensure comprehensive service visits by including preventive maintenance.

