

Frame-work	Optimisation of Asset Performance	Demand Management	Forecast, planning & scheduling	Dispatching	Delivery and finalisation of the Service	Management of Service Assets	Client feedback, Billing and Renewal Management
Main results obtained	 Identify and solve problems before they occur	 Understand and manage customer requests	 Schedule the right activity at the right time	 Secure the right resources to get the job done	 Resolve client needs quickly through the best available technology	 Document change	 Gather feedback and finalise the service
Functionality	Tracking and management of the installed base	Client management	Service and spare parts forecast	Distribution of spare parts	Equipment details and history	Update customer asset info	Start the invoicing process
	Continuous monitoring of the equipment	SLA compliance	Scheduling of technicians and spare parts	Platforms for materials and spare parts	Diagnosis and execution	Managing the reverse supply chain	Level of asset health, technician reporting
	Predictive analytics	Initial diagnosis and quotation	Prioritising activities	GPS and dynamic routing	Identification of new opportunities	Maintenance of services and tools	Customer feedback
	Prescriptive analytics	Optimisation of support channels	Schedule optimization	Cascade scheduling	Notes and Incidents		
	Entitlement management	Jeopardy routing	Client and location history	Completion of work order			
	Business transaction services		Client and access management				

Training e Knowledge Management	Governance e Operating Model	Operational Metrics, Reporting e Analytics
Field Service Technology		
IoT	SAAS / Cloud	CRM Sistemi di Ticketing
		ERP applications EAM
		Field Service Mgmt Apps
		Master Data Management

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