



WE SIMPLIFY AFTERMARKET

# Connected Aftermarket

One platform for all processes and fully automated IoT workflows



# The challenges with aftermarket services

The aftermarket services manufacturers provide to their customers is not only important for the customer experience - it can also be a stable revenue source with higher operating margins than product sales itself. Even though the value of investing in the aftermarket is clear, manufacturers are having challenges to innovate and excel in the competition. Heavy investments have been made in advanced technologies, such as IoT and machine learning, but rarely do manufacturers manage to use the data to trigger actions in business. This leads to a waste of opportunity.

Manufacturers need world-class digital solutions that can transform their aftermarket services with a focus on innovation and a rapid time to market. Only then will they be able to meet ever-changing business needs, exceed customer expectations and find new revenue streams.

## The Advania solution

Using the ServiceNow platform, Advania can deliver workflows that innovates services and processes on the aftermarket, both to customers and resellers. We do so with experience from some of Sweden's largest manufacturers and together with ServiceNow as a no/low code platform, tailored applications can be delivered with a record-breaking time to market.

## Features

- Proactive product data monitoring (IoT)
- Case management and service catalog
- Data automation and workflows
- Work order automated scheduling
- Mobile app (native) out of box
- Knowledge management
- Google maps geolocation integration
- Performance analytics and reporting



*Get full visibility and prevent downtime with one platform for collecting, analysing and managing aftermarket processes.*

# Customer fit applications

1

## Customer and Reseller Services

Case management for product issues and requests, either on the field or within workshops.

2

## Quality Management

Manage product quality defects with process frameworks such as Six Sigma DMAIC and 8Dimensions to find root causes.

3

## Parts Management

Spare part catalogue, order, logistics and guidance when mounting.

4

## Warranty and Claims

Manage customer complaints and risk, while distributing cost related to claims cases.

5

## Campaign

Proactive management of issues identified from warranty or quality processes.

6

## Maintenance

Plan and perform maintenance based on the actual need, not a schedule.

7

## Customer Contracts

Automate the control of advanced contracts with service level agreements and data monitoring.

## Business value

- **Process efficiency and reduced MTTR** by having a single system of action that breaks down silos and speed up resolution with workflow automation capabilities.
- **New revenue streams** from proactive IoT-enabled services that can be sold to customers.
- **Increased customer experience** due to proactive issue handling, quality management and transparency.
- **Accelerated innovation** with record time to market through modern low/no code capabilities.
- **Performance tracking** with built-in analytics and reporting to ensure real-time performance and that the right decisions are made at the right time.
- **Cost control and risk management** of customer agreements to avoid fines.



### WANT TO KNOW MORE?

Krister Olsson

*Business Area Manager*

[krister.olsson@advania.com](mailto:krister.olsson@advania.com)

+46 761 40 04 31

## We make it easy to grow with IT

Advania is a leading Nordic IT-provider. Our mission is to help our clients to simplify IT-infrastructure, enhance functionality and reduce costs.

We focus on creating value for our clients by spotting opportunities for clever and strategic use of IT, finding the right solution and fitting it perfectly to your needs.

