

## SERVICEADVANTAGE<sup>SM</sup>

### Value Delivered

- Service organizations can focus on their core competency of delivering outstanding service to their customers.
- Leverage Jolt expertise and best practices collected from 35+ ServiceMax engagements and our expertise in managing service technology.
- Service companies maximize the value they can realize from ServiceMax.

### Managed Services for ServiceMax

#### Business Challenges

##### Increasing Service Demands | Limited IT Bandwidth or Expertise

Service organizations are facing increasing customer demands and competitive pressures requiring hyper focus on operational success. As a result, many small and medium sized service organizations are stretched thin and struggling to maximize their ServiceMax investment. Specifically, the limited internal bandwidth restricts their ability to keep ServiceMax current and optimize the solution use. Jolt Consulting Group has designed ServiceAdvantage<sup>SM</sup> specifically for these organizations so that they can focus on business success while knowing they are leveraging the very best ServiceMax has to offer.

#### ServiceAdvantage<sup>SM</sup>

##### Application Support and Troubleshooting | Annual Enhancements | Help Desk

Jolt Consulting Group's ServiceAdvantage<sup>SM</sup> provides a managed services solution for ServiceMax users allowing organizations to focus on their core competence of service delivery while leveraging Jolt's expertise and best practices collected from deploying and supporting 35+ ServiceMax engagements. Jolt acts an extension of your organization for ServiceMax application triage, administration, troubleshooting and enhancement support via a Jolt managed U.S. help desk. The solution provides:

### Contact Jolt Today

info@joltconsultinggroup.com  
1.877.249.6262  
www.joltconsultinggroup.com



**2.15 million**  
Customer interactions  
improved (annually)

**4,300**  
Field technicians  
empowered

**125+**  
Client engagements  
completed



- SLAs for ServiceMax response and completion.
- Review of SLAs and work performed.
- Annual report on recommended ServiceMax environment changes.
- Annual enhancement hours included.
- Discount on time and material rates for additional enhancements.
- End user training and documentation.