

# Maximize customer uptime with planned maintenance

## The challenge

Equipment, machinery, and different types of assets are generally designed for the longest possible service life. Unfortunately, at some point, the standard wear and tear of ongoing use will cause the equipment to become less efficient, less effective, and eventually wear out entirely. While no machinery can operate forever, there are steps that equipment and asset owners can take to promote equipment longevity.

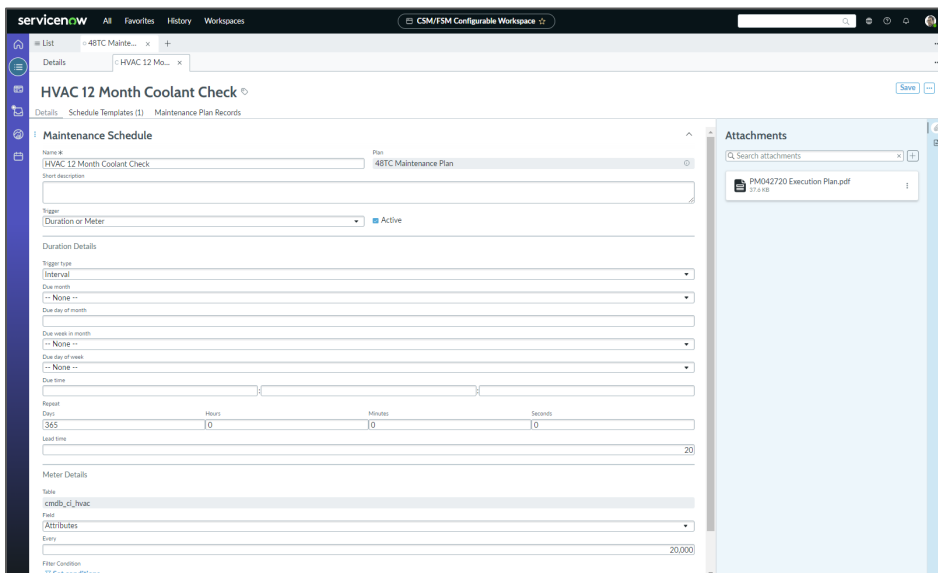
Maintenance servicing is designed to help detect and address issues before equipment fails, helping to minimize customer disruptions. Planned maintenance, including preventive maintenance, helps reduce downtime with an optimized schedule of activities to keep a customer's sites, infrastructure, and assets running.

## The ServiceNow solution

ServiceNow® Field Service Management (FSM) is designed to make managing your maintenance work much easier for both you and your customers. Planned maintenance, often referred to as preventive maintenance, improves the longevity of equipment, reduces downtime, and prevents unplanned outages.

ServiceNow allows you to easily define the Who, When, and What of planned maintenance, allowing you to create personalized plans for each customer.

- Which accounts, locations and assets are covered?
- When should this plan be triggered and how frequently should maintenance be done?
- What work needs to be scheduled and what tasks should be completed?



FSM planned maintenance scheduling

### Extend lifespan

Identify and correct potential problems to keep equipment and assets functioning longer.

### Reduce downtime

Avoid unexpected downtime and productivity loss that can increase costs and negatively impact customer satisfaction.

### Increase scheduling efficiency

Schedule flexible maintenance jobs around high priority work, and pull forward maintenance if on site for priority work.

### Maintain service commitments

Help meet contractual obligations for service level agreements (SLAs) and recurring work.

### Improve visibility

Improve insights into machinery, including how it is being used and identify other opportunities for aftermarket services.

### Stay compliant

Ensure equipment is operating in-line with requirements for safety, environmental sustainability, and more.

## Planned maintenance automation to meet customer and business needs

With ServiceNow, you have the flexibility to create the maintenance schedules that are the best fit for both you and your end customers:

- Set schedules with visits in a given time frame (i.e., quarterly).
- Cycle-based maintenance which controls the interval of time between visits to drive consistency.
- Usage-based maintenance where scheduling is based on meters, conditions, and triggers.

With scheduling maintenance, you can drive process compliance by automatically assigning safety, inspection, and plan checklists as tasks.

### Maintenance plans

Maintenance plans are the parent record that contain all the plan details. They include:

- **Conditions** that determine the accounts, models or assets that are covered by a plan.
- **Maintenance schedules** that can be based on either duration or meter and triggered by the first related condition. There are options to define the timing.
- **Maintenance records** that show when a plan was last run and when it's next scheduled to run.

### Work order templates

Work order templates define a series of repeatable tasks for the maintenance work. The maintenance plan uses a work order template to generate the actual list of tasks that need to be completed, and includes parts requirements and skills dependencies for the work.

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.

### Planned work management

Planned work management provides advanced functionality with workflows to facilitate different types of maintenance and planned work scheduling.

Capabilities include automating the creation of recurring schedules with dynamic work order templates. This is powerful for many industries, including home healthcare, where recurring visits need to be scheduled for care over a set period of time.

Maintenance plans can also be created that support servicing multiple assets on one work order. This is beneficial across industries as well. One great example is property management, where multiple fire extinguishers are inspected and serviced in a single visit. This can be managed on one work order.

Maintenance work can sometimes be pushed out due to a cancellation or completed early if a field engineer is onsite to do other work. The schedule for the maintenance visits that follow can be automatically adjusted to stay on track and in compliance.

**For more information about FSM and its capabilities, go to:**

<https://www.servicenow.com/products/field-service-management.html>

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*Planned work management helps address maintenance needs with greater flexibility*

