



Field Service Management

Reduce cost. Improve customer satisfaction.

UTILIZE FIELD SERVICE AS A STRATEGIC ADVANTAGE

Quality doesn't stop or start when a product ships. Field Service can provide great value in identifying new issues, quickly responding to known problems, and keeping customers satisfied.

With PLM, QMS, and Case Management integrated on a single platform, customer complaints and quality issues identified in the field can quickly be reviewed and resolved by engineering, creating CAPAs as needed. Faulty parts or configurations can be replaced proactively by Field Service to maximize uptime.

When product, quality, and service data are linked together in a single platform, companies can continuously improve products, service, and customer satisfaction.

Propel ensures compliance and customer satisfaction

Medical device manufacturer ASP seamlessly integrated service records with product, customer, and quality data in Propel's unified platform to speed field feedback into product improvements and quality assurance.

"We needed a solution that could adapt to us. With Propel we can mistake-proof our processes to gain business efficiencies and at the same time ensure compliance."

Brent Lewis
Director of Enterprise IT Quality and Compliance Systems, ASP



Continuous Improvement

Integrate feedback from Field Service into current and future product design to improve quality and user experience.



Reduce Service Cost

Apply quality and usage data to replace faulty parts before problems arise and maximize equipment uptime.



Improve Quality and Customer Satisfaction

Increase market share and customer loyalty with great products and service.

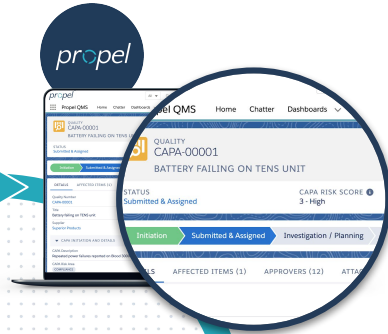
Product 360: The modern way to take products from concept to customer

Key Capabilities

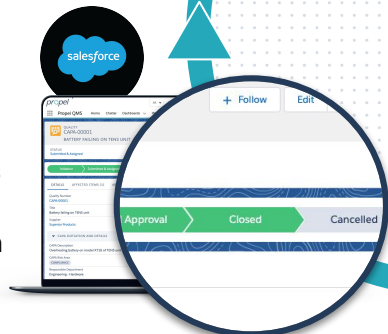
Customer Service logs case



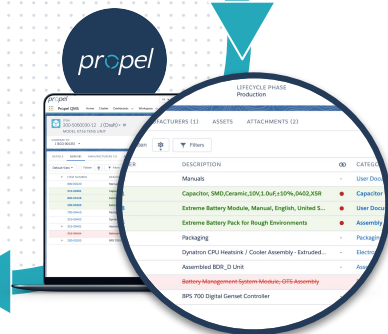
Quality initiates product **Complaint** and assesses CAPA



Service team closes case with full customer **resolution**



Engineering redlines product **changes** and alerts supply chain



Closed-Loop Quality

Resolve customer complaints faster with a closed loop system that can link issues found in the field with designs, parts, and product usage.

Integrated PLM and Case Management Systems

Directly integrate case management systems with PLM to trace field issues to BOMs and product designs for faster case resolution.

Customer Complaints

Resolve complaints and QA investigations to improve product safety and customer loyalty. Fully integrate to case management systems.

Integrated PLM and QMS

Use PLM and QMS capabilities on a single platform to enable collaboration with quality and engineering, improving quality before a product ships.

Corrective and Preventive Action

Flexibly manage CAPA, SCAR, and NCMR activities to configure forms and workflows as needed for regulatory and customer requirements.

BOM, Service BOM & Change Management

Fully define and evolve the BOM. Manage change intuitively with redlining, draft BOMs, automated approvers, and mobile notifications.

DRIVE BUSINESS TRANSFORMATION WITH PROPEL

To see a demo or learn more about Propel's flexible, scalable and easy-to-use platform that will reduce service costs and improve customer satisfaction, visit propelplm.com and follow us on [LinkedIn](https://www.linkedin.com/company/propelplm).

