

# ORACLE AND AXEDA DELIVER REMOTE SERVICE MANAGEMENT

## FEATURES

ORACLE AND AXEDAs REMOTE SERVICE MANAGEMENT CAPABILITIES PROVIDE MANUFACTURERS WITH:

- Role-based alert notification
- Remote diagnosis, troubleshooting and dispatch
- Equipment state and usage monitoring
- Automatic consumable tracking and replenishment
- Automatic asset configuration

## RELATED PRODUCTS

The following products are available from Oracle:

- Oracle CRM On Demand
- Oracle Siebel Call Center
- Oracle Field Service
- Oracle Siebel Service
- Enterprise Asset Management
- Oracle Business Intelligence Suite

## RELATED SERVICES

The following services are available from Oracle Support Services:

- Update Subscription Services
- Product Support Services
- OnlineDBA
- OnlineDBA for Applications

*As performance-based supply chains force companies to replace product-focused execution routines with more customer-centric business models, service operations are fast becoming the new profit centers for today's global manufacturers. But with contracts mandating aggressive asset readiness targets, the pressure to deliver real-time diagnostics with just-in-time spares and repairs has never been more intense.*

*The Axeda® ServiceLink solution enhances Oracle® Service to deliver real-time monitoring, management, and data collection from connected equipment. Leveraging this combined functionality, manufacturers can remotely troubleshoot, diagnose, and correct product issues more quickly, accurately and cost-effectively than ever before.*

### **Optimize Asset Availability with Real-time Monitoring**

Because Axeda ServiceLink continuously monitors remote devices to detect problems before they cause downtime, early detection of part repair or replacement requirements ensure immediate resolution. Similarly, instead of waiting for customers to call when there's a problem, technicians are automatically notified through Oracle Service when potential problems arise, enabling manufacturers and 3<sup>rd</sup> party service providers to proactively schedule maintenance and maximize asset readiness.

### **Gain Insight with Visibility to Service and Device Activities**

Axeda ServiceLink can manage and track activities taken to resolve a problem on a device. The application aggregates all the actions (who, what, when, and results) executed to troubleshoot and resolve issues. Powerful business intelligence capabilities enable users to organize, view, schedule, and distribute reports or dashboard views of this activity. This information can be used to report on performance, service-level agreements, compliance, and operational metrics with drill-down capabilities into the supporting detailed data.

"The third generation of remote monitoring and support automation focuses on proactive fault detection and notification. It is driving profitability through analytics, strategic advice, product life cycle management and quantifiable (action-oriented) marketing data."

*Cardinal Health Uses Support Automation to Enhance the Brand Experience*

Michael Maoz  
Gartner, Inc.  
21 May 2008



**Figure1. Device dashboard provides a graphical representation of key metrics**

### Drive New Revenue Opportunities with Premium Services

With Axeda and Oracle Remote Services, service personnel anywhere in the world remotely monitor devices 24-7-365, update software and administer operating systems. Service personnel can also automatically collect and manage usage data from remote devices and create rules to trigger usage-based business processes such as pay-per-use, consumable resupply, up-sell or cross-sell offers, and service-level agreement compliance.

### Summary

The combined solution from Axeda and Oracle offers industry-leading technology, global presence, and proven track record of successful implementations to help manufacturers successfully integrate information from the devices and systems that they build, buy, and support with their business processes. The result is a world-class remote service solution that enables manufacturers to compete effectively and more efficiently in the global market.

### Contact Us

For more information about Axeda ServiceLink and Oracle Field Service, please visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.

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