Windchill® Service Information Manager™

MANAGE SERVICE INFORMATION IN A PRODUCT-CENTRIC CONTEXT TO FACILITATE CONTENT REUSE, STREAMLINE CHANGE MANAGEMENT AND ENABLE DELIVERY OF CONFIGURATION-BASED INFORMATION

Windchill Service Information Manager improves service operations' efficiency and effectiveness by optimizing service content accuracy, applicability, organization and delivery.

To operate and service products effectively and efficiently throughout their lifecycle, support organizations and end-users require relevant and timely service information of the utmost accuracy. Recognizing the critical role service information plays in driving business success, more and more manufacturers are regarding service and support operations as competitive differentiators that serve as profit centers rather than cost centers.

Built on PTC's Windchill architecture, Windchill Service Information Manager is a product-centric information management solution that enables manufacturers and service organizations to organize and manage service information based on how the product is configured. By associating service content to each system within a product and defining information applicability, this product-centric approach helps organizations to: maximize content reuse across product families, streamline change management processes, and facilitate delivery of contextual, configuration-specific service information.

Windchill Service Information Manager enables the creation of Information Structures–powerful, service-oriented breakdowns of products used to organize all the content required to operate and service those products throughout their lifecycle. While Applicability rules define which pieces of content are applicable in which situations for a given product configuration, Publication Structures are built based on Information Structures to identify the optimal way to organize service information so that product configuration-based detail can be delivered.

Key Benefits

Maintain Up-to-Date Service Information through Streamlined Change Management

- Maintain associativity between engineering and service information, so that changes on the engineering side can be quickly communicated to the service side

- Ensure that customer service, technical support and field service operations have access to the most up-to-date service information

- Align service content with the product definition, for con-textual information of the highest accuracy and consistency

- Strengthen the connection between engineers and support organizations to improve the feedback loop from service operations to engineering

Enhance Service Information Relevance

- Define Applicability rules, so the most relevant service information is available for every product configuration, variant and operating condition

- Eliminate wasted time spent searching through irrelevant service content

Increase Author Productivity

- Centralize management of all service information and organize that information in a logical, product-centric manner that facilitates content reuse

- Reduce service information authoring time

- Facilitate content reuse and enhance content consistency across publications with the use of Publication Structures

Features

Information Structure: Functionality

- Provides breakdown of a product into serviceable systems, sub-systems, components and options

- Associates service content in relation to the product systems, sub-systems, components, and configurations to which the content applies

- Defines content applicability such as product options, operating conditions, serial numbers, etc.

- Enables publishing and delivery of product configuration-specific content

Information Structure: Key Characteristics

- A single mechanism for organizing and managing service information, whether PTC-created content (e.g., illustrations, technical topics, etc.) or non-PTC-created content (e.g., multimedia, videos, graphics, etc.)– pertaining to a product

- Provides high-level system view of a product; typically defined at the product family or system level to enhance content consistency and maximize content reuse

- Information Structures can be reused across different products, for consistency and streamlined change processes
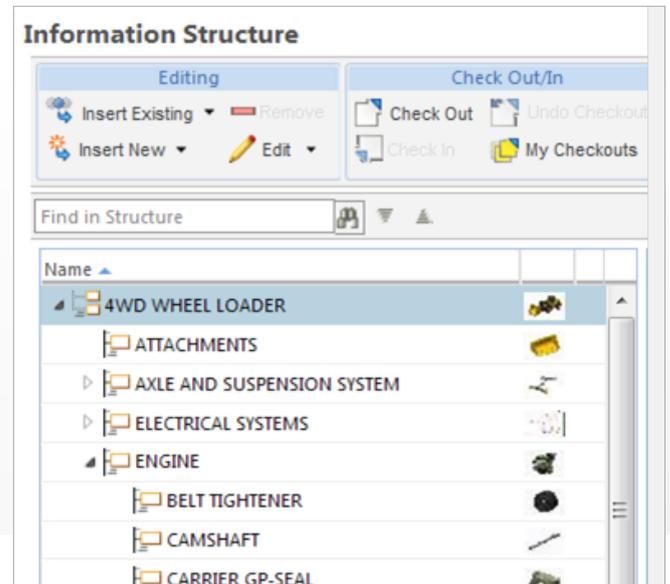
Service-oriented product breakdown used to organize all operating and service information.

Information Structure: Creation

- Information Structure is made up of different groups that represent serviceable systems and sub-systems in the product

- Applicability can be defined at any level in the Information Structure including Groups or a specific piece of content

- Out of the box Support for Textual (e.g., service procedures from Arbortext® Editor`), Illustration (e.g., illustrations created in Arbortext IsoDraw® or Creo® Illustrate) and Parts List content

Information Structure: Easy User Interface

- InfoStruct Toolbar offers an easy to use tab based interface built on Windchill, PTC's industry-leading PLM software for managing product content and processes

- The toolbar across the top provides an easy way to access common actions performed during the creation and modification of Information Structures

- Structure Tree displays hierarchy of all systems and sub-systems and users can easily find additional information in the attached attribute panel

Information Structure: Capabilities & Content Reuse Options

- Information Structure can be reused in its entirety or parts in other information structures (e.g. Engine Information Structure used in various products that use the same Engine design)

- Information Structures can be saved with all its content for better reuse or can be saved as a structure to maintain consistency in the organization of information across various products

Applicability Rules: Functionality

- Define multiple conditions (e.g., product configurations, system options and operating environments; etc.) for when service content applies

- When presented to users, the appropriate service information is included / excluded based on defined applicability criteria

- Can be managed at multiple levels to simplify definition (e.g., system or component; specific pieces of information; content within pieces of information)

- Enables top-down information filtering with inheritance at the time of publishing or delivery, to yield product configuration-specific information

## Applicability Rules: Managing Optionality

- Create an "overloaded" Information or Publication Structure containing all possible product options and configurations

- Define service-specific product optionality or reuse engineering option codes to tag service content

- Define hierarchy of options and logic that specifies Required/Incompatible dependencies between choices

- Define applicability through easy-to-use interface

- Filter Information Structures based on the selected applicability criteria

- Leverages powerful Windchill configuration management capabilities to manage advanced product configurations

Publication Structure: Functionality

- Author Publication Structures based on Information Structures

- Leverages Windchill structure management capabilities and the dynamic publishing capabilities of Arbortext Publishing Engine™ to create product configuration-specific service content

- Content represented by the Publication Structure can be published for print format (e.g., PDF) or electronic (e.g., HTML, Service Center, etc.)

Publication Structure: Key Characteristics

- Defines general organization of service information within publications

- Typically represents a "manual" or a "publication" (e.g., Repair Manual, Parts Catalog, etc.)

- Enables authors to locate service content—stored independently in Windchill or associated with an Information Structure—for assembly into a publication

- Authors can use nested Publication Structures to facilitate content reuse and enhance content consistency across publications
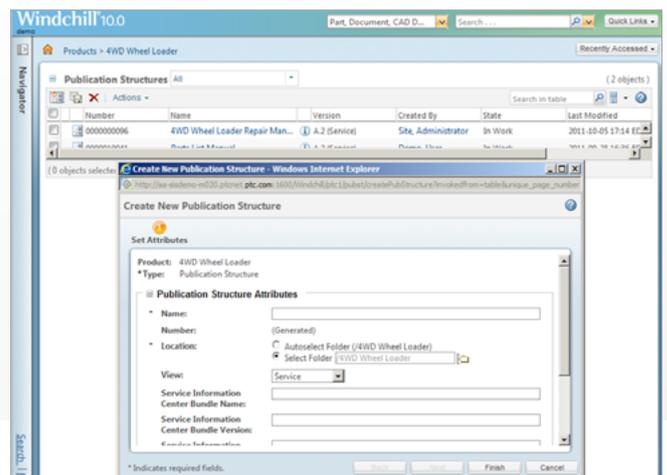
Publication structures define how information should be organized when creating technical publications.

Publication Structure: Creation

- Publication structures are made up of various Publication Sections and specialized objects such as Table of Content and Index

- Publication Sections are used to organize service content and to create additional information organizers

- Table of Contents and Index are automatically generated based on the content of the Publication Structure during publishing

Publication Structure: Easy User Interface

- PubStruct Toolbar offers easy to use interface build on the Windchill 10.0 platform

- Structure Tree displays the content that belongs to a Publication Structure while additional meta-data can be easily accessed from the attached attribute panel

Publication Structure: Capabilities & Content Reuse Options

- Reuse Publication Structures in their entirety, or in parts combined with other products or Publication Structures

- Save Publication Structures with all its content or only as a structural template to maintain consistency across publications

- Filter Publication Structures by applying applicability criteria and then sending to Arbortext Publishing Engine to generate desired output format for a specific product configuration

Requirements

- Windchill PDMLink® 10.0

Integration with PTC Software

- Arbortext Editor 6.0

- Creo Illustrate 1.0

- Arbortext IsoDraw 7.2

- Arbortext Publishing Engine 6.0

Learn More

For more information about Windchill Service Information Manager and the Windchill Service solutions, visit;
PTC.com/product/windchill/service

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