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Windchill® Service Parts Information and Instructions

Manage context-specific service information to facilitate information reuse, streamline change management and enable delivery of configuration-based technical publications

The Windchill Service Parts Information and Instructions add-on improves service operations efficiency and effectiveness by enabling service information to be organized and optimized for accuracy, applicability, and rich, graphics-driven delivery. This add-on requires the Windchill Premium or Windchill Advanced license as a prerequisite.

To operate and service products effectively and efficiently throughout their lifecycle, support organizations and end users require accurate, relevant and timely service information. 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, the Windchill Service Parts Information and Instructions add-on is a context-specific service information content manager that enables manufacturers and service organizations to manage information based on how the product is configured and serviced in the field. Organizing service content in a functional system within the context of a product and defining information applicability helps organizations to maximize content reuse across product families, streamline change management processes and facilitate delivery of contextual, configuration-specific service information.

The Windchill Service Parts Information and Instructions add-on enables the creation of Information Structures: service-oriented breakdowns of products used to organize all the content required to operate and service those products throughout their lifecycle. The definition of Product Hierarchy captures the product classification to allow easy navigation of service information. Applicability Rules define which pieces of content are applicable for specific situations for a given product configuration and usage conditions. Publication Structures can be generated based on Information Structures to deliver the information in traditional publications based manner. The Windchill Service Parts Information and Instructions add-on provides an optimal way to organize service information so that product configuration-based details can be delivered.

Key Benefits

Enhance service information relevance

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

- Eliminate wasted time spent searching through irrelevant service content

Maintain up-to-date service information through streamlined change management

- Maintain associativity between engineering and service information, for facilitating impact analysis so that changes on the engineering side can be quickly integrated to service information

- 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 contextual information of the highest accuracy and consistency

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

- Facilitate access of service engineers and authors to source engineering information

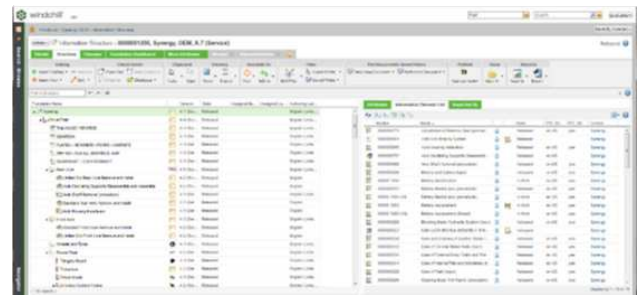- Automate multi-channel publishing to multiple formats

Streamlined translation management

- Improve time to market through streamlined translation process, making multiple languages available without lengthy delay

- Reduce cost through elimination of redundant and manual activities

Features

Information structure: key characteristics

- Provide breakdown of a product into serviceable systems and sub-systems, typically defined at the product family or model level, to enhance content consistency and maximize content reuse

- Define content applicability such as product options, operating conditions, serial number, date effectivity.

- Enable initial and incremental publishing and delivery of rich, interactive service information specific to product configuration

Organize and manage service information pertaining to a product, whether it is PTC-created content such as illustrations, parts information, or procedures, or non-PTC-created content such as multimedia, videos, or graphics.

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

- Streamline change processes and encourage consistency using Information Structures, which can be initiated from a standard template or reused across different products

- Define Applicability at any level in the Information Structure including inline applicability within a specific piece of content
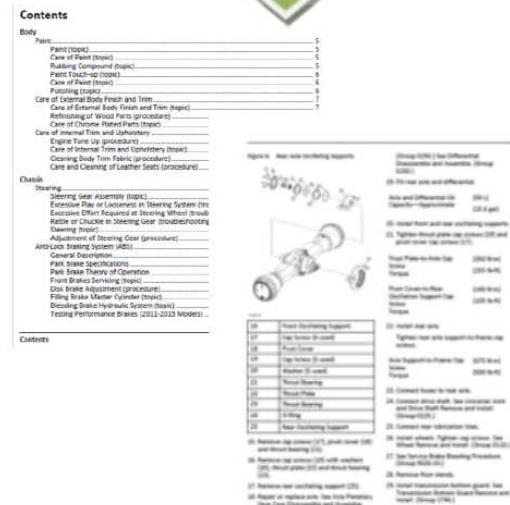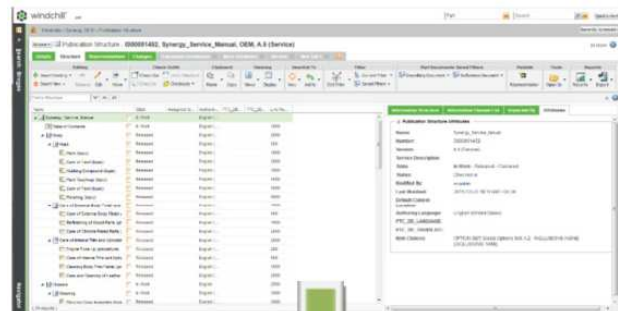
Applicability rules: functionality

- Define multiple conditions (product configurations, system options and operating environments) or date and serial number effectivity information for when service content applies

- Include/exclude the appropriate service information presented to users based on defined applicability criteria to yield product configuration-specific information

- Enable management at multiple levels to simplify definition (e.g., system or component, specific pieces of information, content within pieces of information)

- Define a hierarchy of options and logic that specifies required/incompatible dependencies between available choices and apply these rules to service information through an easy-to-use interface

Publication structure: functionality

- Publication structures typically represent a "manual" or a "publication" (e.g., Repair Manual, Parts Catalog) and allow users to organize service content for delivery in a print format

- Author Publication Structures by leveraging the organization of content in Information Structures. For example, a user can generate a publication structure for a specific serial number or a language.
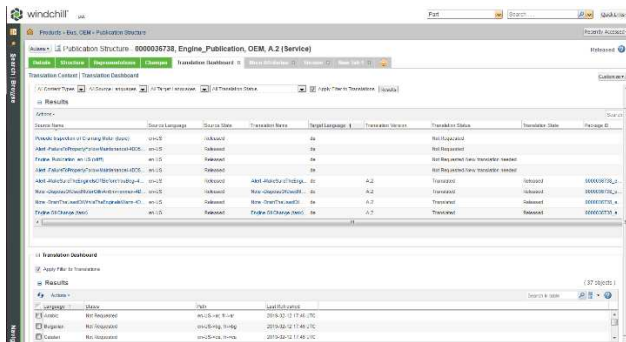

- Leverages Windchill structure management capabilities and the dynamic publishing capabilities of PTC Arbortext Publishing Engine™ to create product configuration-specific service manuals

- Content represented by the Publication Structure can be published for various print formats like PDF and electronic formats such as Arbortext Content Delivery bundles.

- Facilitate content reuse and enhance content consistency across publications using Publication Structures, which can be initiated from templates, reused in their entirety, or in parts combined with other products or Publication Structures

- Publication Structures contain specialized objects such as Table of Content and Index that are automatically generated based on the content of the Publication Structure during publishing
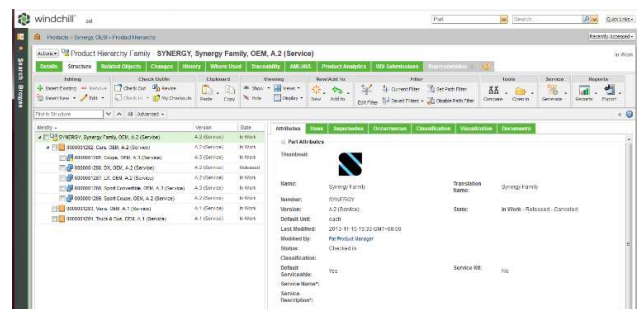
Translation management

- Manage translation process of reusable service information topics for automated publishing of language-specific content

- Automatic detection, extract and load of objects needing translation by language

- Support multiple translation vendors

- Maintain associativity of translation content to source language content

- Enable support of multi-language authoring, pivot languages and valid language pairs

- Generate reports for monitoring translation status

Product hierarchy

- Represents hierarchical organization of serviceable products generally organized into product families, categories/types and specific models that allows a technician to navigate and find the right, contextual service information in the Arbortext Content Delivery environment

- Capture additional information such as meta-data and graphics using the product hierarchy nodes, which provide the context for the service information

Learn More

- For more information about Service Parts Information and Instructions and the entire portfolio of Arbortext software products, visit: www.ptc.com/go/arbortext.