Webinar: The Journey from Remote Monitoring to Remote Service and Connected Field Service, a Practical Guide

written by Lauri Moon | May 11, 2018

Remote monitoring of assets is the proven first step for manufacturers like you to leverage the Internet of Things to increase your operational efficiency and improve profitability. Once connected, you can monitor how assets are performing in the field and can collect valuable data.

The operational data provided by remote monitoring enables you to deliver a quick service response and improve your first-time fix rates. It is the next step on your journey to service transformation.

Using remote monitoring as a foundation to enhance your ability to respond quickly and holistically to unplanned outages, or to conditions that will eventually produce an outage, improves your service organization's efficiency and your customer satisfaction. In this webcast, you will learn your path to remote service and connected field service and practical steps you can take to see how your service processes can evolve.

Join us to learn how remote monitoring, remote service and connected field service can help your business achieve:

- Significant increases in first time fix rates and customer uptime
- Faster repair times and lower service costs
- A solid foundation for your service transformation

Speakers

 Michael Anderson, Senior Director of Solution Management, PTC

Michael Anderson, Senior Director of SLM Solution Management at PTC, has more than 25 years' experience in solutions, product and integration management related to the development and implementation of enterprise software for the service lifecycle.

![x] **Mark Hessinger, VP Services, 3D Systems Inc.**

Mark Hessinger is a Senior Global Customer Experience Leader who leads organizations to higher performance. He is a visionary with a demonstrated ability to identify customer needs and design a strategy that builds innovative, profitable and scalable solutions that deliver greater customer loyalty and employee engagement.

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