

# Regaining Profitability in a Time of Increased Service Operation Complexity

Agricultural machinery is becoming more complex. Technicians want fast, on-demand access to relevant information. And the need for effective technical documentation has never been higher.

But the extensive technical documentation required—user manuals, repair guides, safety procedures and more—lies scattered on multiple formats in different departments on a variety of channels. Siloed corporate structures foster additional confusion and duplicated effort. Without a strong, centralized asset management system, version authority decays and repair accuracy declines. Service Portal addresses these concerns, creating a scalable central hub for all facets of your service operation.



## IMPROVED TECHNICIAN EXPERIENCE

### STRONGER SEARCH & ACCESS

Service Portal gathers all the tools and information technicians need into one single interface with a quick and accurate search function. Techs no longer need to wade through similar-looking documents to find the information they need

### INTEGRATED STRUCTURE

The platform aggregates warranty, wiring diagrams, diagnostic tools and electronic parts ordering, eliminating the need to jump from one interface, application or website to another

### PIN-SPECIFIC WITH FULL MACHINE HISTORIES

Service Portal curates its information output, providing documentation and repair histories for the specific machine a technician has in front of them

### ANY TIME, ANYWHERE

Service Portal is available online or off, through any connected device, transforming the tech's phone, laptop or tablet into the only information resource they'll ever need, no matter how remote the repair location might be



## EASIER SERVICE MANAGEMENT

### ACCESS ADMINISTRATION

Set and automate access and permission levels based on job title, market, or any other pre-determined parameter

### MAINTENANCE AND WARRANTY TRACKING

Comprehensive machine histories include all logged repairs and warranty-related activity

### GREATER CONTROL

Management teams can push Technical Service Bulletin notifications to the field and mandate their execution

### SEAMLESS ONBOARDING

Leverage your aggregated service info toward faster, more effective new hire training



## GREATER OPERATIONAL STABILITY

### REUSE OVER DUPLICATION

Rather than allow documents to be duplicated by siloed information areas, Service Portal's topic-based content management lets you maintain one single version, reusing and redistributing it as needed

### SEAMLESS CONTENT UPDATES

As product teams revise parts and procedures, the system automatically updates relevant outputs to protect information integrity

### COMPLIANCE AND SAFETY

Service Portal provides a direct view into your documents and processes, empowering easy regulation of policy compliance

### Learn More

Service Portal can make your agricultural service more efficient, more effective, easier to manage and more profitable.

To find out how, schedule a consultation today.

[schedule a consultation](#)