



SWYFT

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SWYFT™



The classical service process

The classical service process is cumbersome with multiple communication channels and problems faced

Lack of transparency

- Service performance metrics
- Revenue generated (by time-period, by product)

Lack of accountability

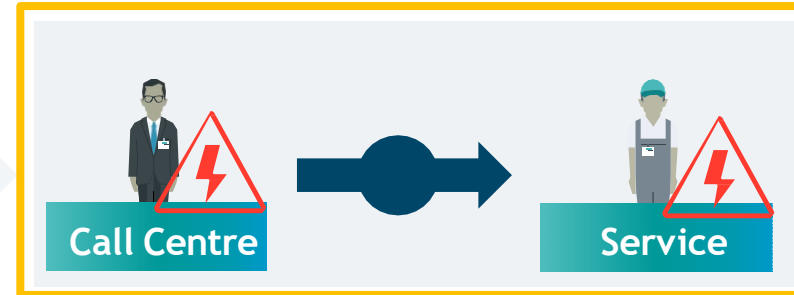
- No real-time updates of service status (e.g. due to unresponsive onsite engineers)
- Manual way of job dispatch and of tracking engineers' schedule (e.g. Excel or whiteboard)

Lack of traceability

- Unable to trace steps performed
- Unable to determine location of engineers to efficiently dispatch to nearest job available

Lack of service data to perform data analysis

- Massive work to retrieve archived or past service reports (hard or digital copies)
- Service data not categorized or consolidated properly





Introduction to SWYFT

Platform for Industry Services

SWYFT for Industry Services

The Industry Platform Connecting Service Requestors to Service Providers

Industry Services Platform

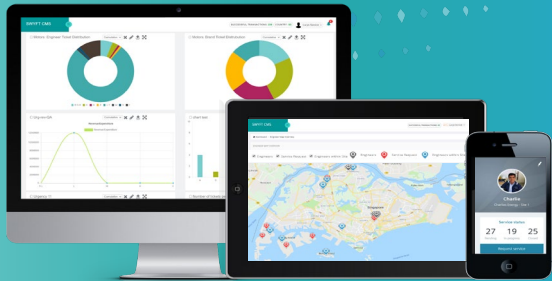
Service Requestors



Service Providers



SWYFT



SWYFT for Industry Services

Manufacturing companies often require on-site service from an external vendor. The service requestors and providers typically communicate via multiple channels (calls, messages and emails) resulting in lack of transparency, accountability and loss of information. On the quest to innovate the service process, which is also largely manual, SWYFT has been developed to build a digital platform that:

- Creates a central database to seamlessly share service information for **data-driven analytics**;
- Connects requestors to providers to increase **service job transparency** and enhance customer engagement;
- Combines **all product brands** (Siemens, 3rd Party, Competitor brands) and types to encompass all industrial services.

The “Y” in SWYFT is emphasized as it shows the platform linking Service Requestors and Service Providers. The platform holds the service data repository and churns out KPI reports for data analyses. SWYFT aims to be the **Industry Go-To Platform** for services!

Key Value Drivers



Open for any type of industries, present or upcoming new ones (e.g. Additive Manufacturing, 3D Simulation)



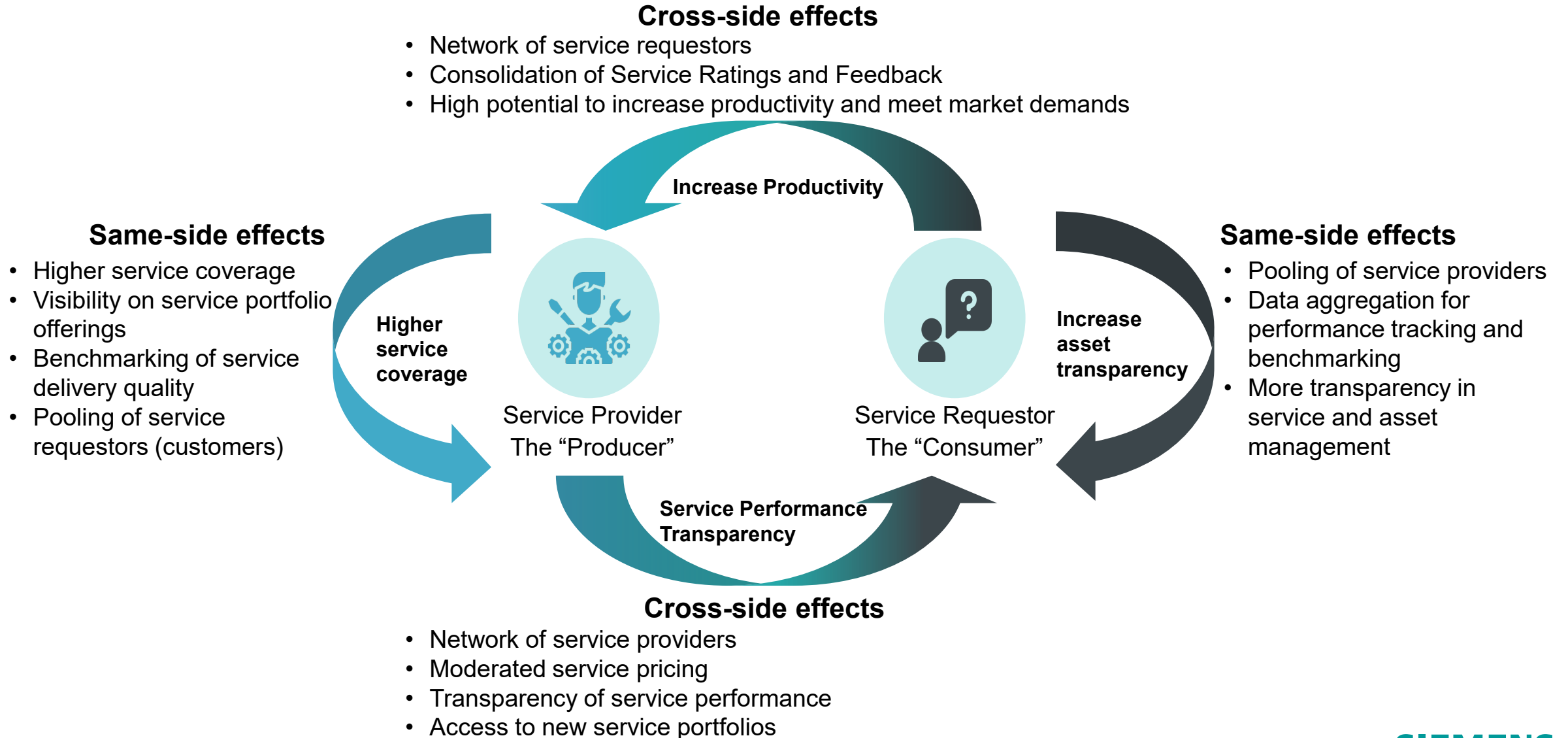
Collection of brand- and company-independent data for service management analytics



Quick and fuss-free connectivity to service providers to increase service job transparency

SWYFT Platform's Two-Sided Network Effects

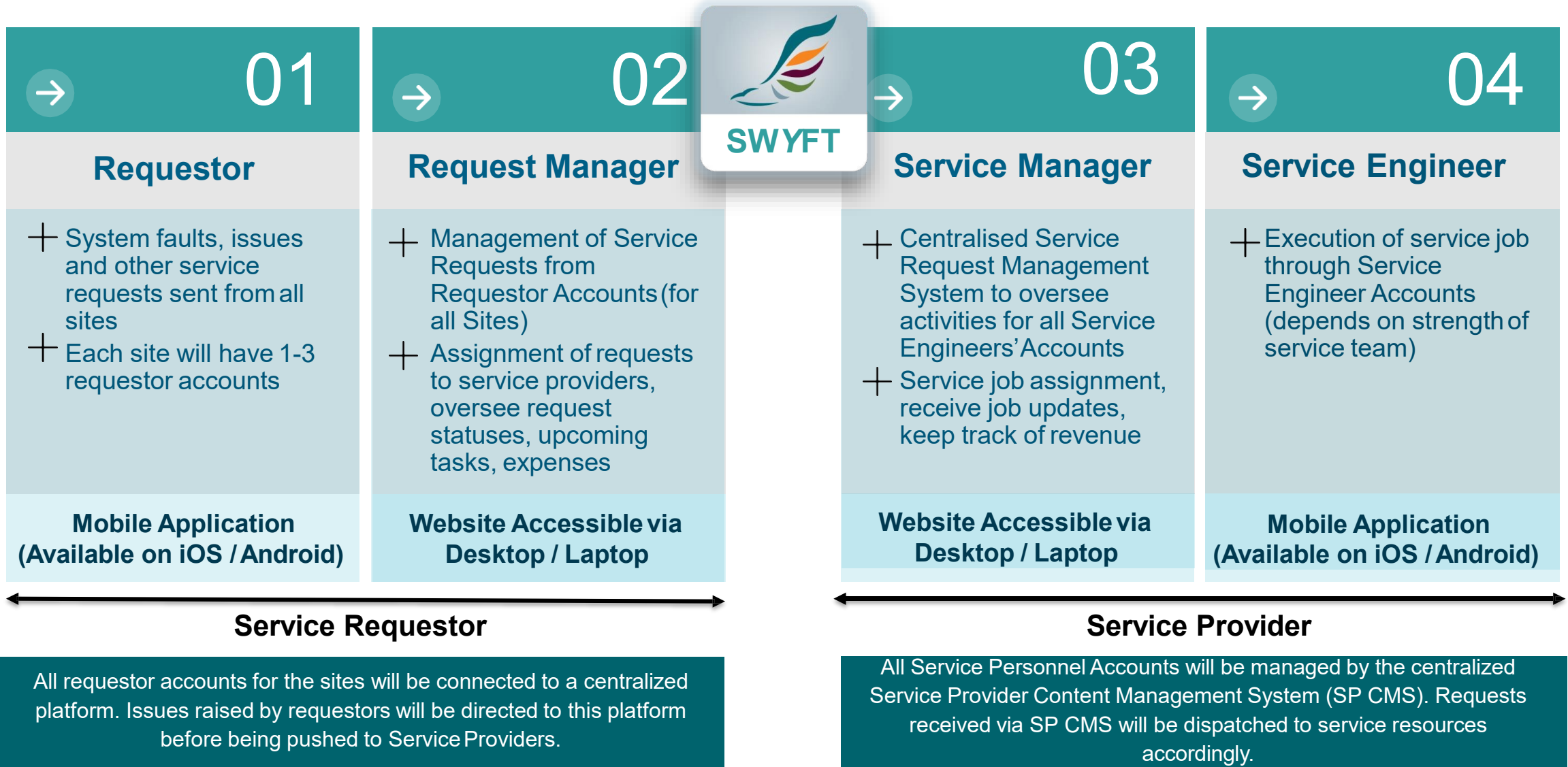
Value Creation and Flow within the Network



| SWYFT V2.0

Features that support end-to-end business solution

SWYFT Modular Approach for an End-to-end Business Solution



SWYFT's features that address issues faced

Improving overall customer experience and satisfaction

Obtain service transparency

Digital Customer Satisfaction Ratings and Feedback

Time-stamped Service Delivery Milestones

Maintain accountability

Real-time Service Job Status

Service Job Plan and Scheduler Tools

Consolidates Contact Details of all Involved Parties

Achieve traceability

Quick access to past digital Service Records and Reports

GPS-Enabled Maps to locate Service Jobs and Engineers

Gain service business insights via data analytics

Analytical Charts (Pie-charts, Bar charts etc)

Analytical Tables (For leadership boards)

Analytical Time Metrics (Track time-critical KPI's)

Along with many other features

- Product brand agnostic with customizable product data pool
- Plug-and-play concept
- Connectivity to trusted business partners
- Single platform that consolidates all service data
- Captures and stores images and video clips
- Automated service job assignment
- Comment box for each service job
- Service report template available
- Checklist Repository
- Customizable push notifications
- GPS-enabled maps to direct service personnel to service job location
- ...

| Contact

Mr. Nguyen Thanh Duy

SWYFT Project Team Leader

Digital Industries – Siemens Vietnam

Ocean Park Building, 9th Floor

1 Dao Duy Anh, Dong Da District

Hanoi, Vietnam

Phone: +84 (90) 4258 799

E-mail: nguyen-thanh.duy@siemens.com