

Delivering customer experience excellence through intelligent repair

Detect equipment anomalies sooner and help prevent failures for a superior lifecycle experience.

Proactive maintenance is always better than reactive maintenance. Since asset downtime can induce losses in the millions of dollars of lost output, an investment in the right maintenance strategy becomes a crucial phase of the lifecycle of your offering. Transform your service approach to stay increasingly informed, enabled by asset and production data, to drive new customer values.

Synchron Uptime enables OEMs that want to promote the high availability of the equipment and enable the end customers to conduct their business activities without disruptions. It provides predictive maintenance with IoT-enabled prognostic data to help avoid the unforeseen and minimize costly failures. Unlike maintenance fix scheduling tools, Synchron Uptime warns about potential breakdowns early enough and helps assure the high-end equipment availability.



GENERATE ADDITIONAL SERVICE REVENUE

To grow your aftermarket service business and equipment sales, provide innovative data-driven services like asset management, predictive maintenance, full-process visibility, and optimization.



IMPROVE SERVICE EXPERIENCE WITH A PROACTIVE APPROACH

Decrease the mean-time-to-repair and reduce machine downtime by incorporating predictive analytics and sensor data analysis to your service process.



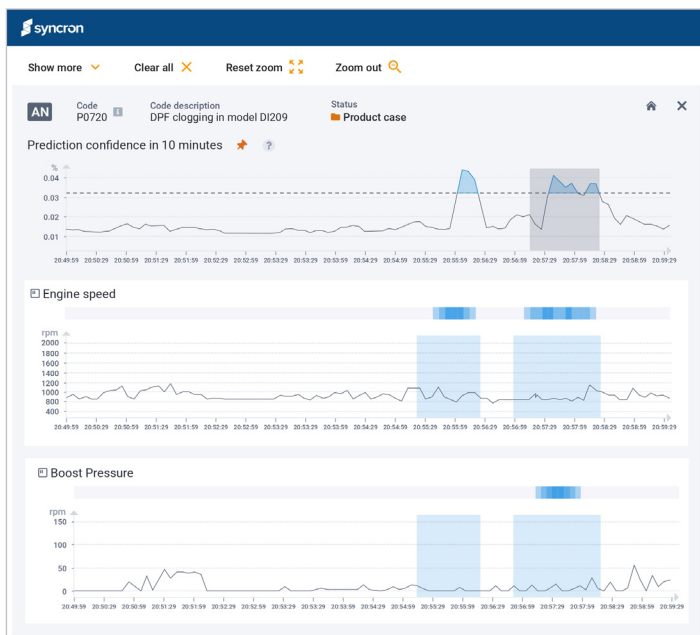
MAKE PARTS AVAILABILITY MORE PREDICTABLE

Ensure local spare part availability based on asset usage trends, planned or predicted service events, and equipment failure history to improve efficiency and lower operating costs.



BOOST VISIBILITY AND EXTRACT NEW INSIGHTS

Using explainable AI (XAI), visualize your equipment's data to improve field personnel knowledge of equipment operation and concerns as they arise.



Use the AI/ML based Early Warnings system to optimize your maintenance procedures by identifying anomalies (early warning signals) before actual failure to improve your parts availability, service job recommendations, new trends detection, warranty analysis, annual maintenance contract (AMC) pricing, and more.

20% to 40% ↑ in Product Uptime

Combine remote services with replenishment and supply chain services to create new revenue streams, as well as develop new services like equipment as a service and lifecycle management.

10% to 30% ↓ in Maintenance Costs

Synchron Uptime helps you enhance customer service and support efficiency by reducing service delivery costs and reducing the time required to diagnose asset issues.

CORE CAPABILITIES



AUGMENT YOUR EXISTING CONDITION MONITORING SYSTEM

Improve the availability of assets and the quality of your service process by employing modern AI/ML technologies that leverage historical and near real-time datasets to provide early alerts of known/unknown abnormalities and performance degradation.



CREATE PREDICTABLE MAINTENANCE PLANNING SCHEDULES

Analyze asset sensor data and service history to identify root causes that contribute to asset breakdown and use high-accuracy predictive models to improve asset competitiveness while lowering service costs.



DELIVER CONSISTENT CUSTOMER SERVICE

To receive automatic recommendations for remedial actions to projected failures based on a consolidated knowledgebase, switch from individual-driven skills to digital knowledge management.



ENABLE HIGHLY EFFECTIVE FIELD SERVICE MANAGEMENT

To acquire insights on important parameters related to the assets, create a domain-specific digital library of diagnostics utilizing a powerful combination of digital twins based on machine learning models, analytical templates for predictive maintenance, and more.

Start the conversation today!

Whether you're interested in a strategic conversation, value assessment, or technical demo, our team can't wait to speak with you! Reach out to us directly at info@synchron.com.

Learn more about Synchron Uptime and how it can work for your business at synchron.com/uptime.

About Synchron

Synchron empowers the world's leading manufacturers to maximize product uptime and deliver exceptional aftermarket service experiences, while driving significant revenue and profit improvements. From industry-leading investments in research and development, to providing the fastest time-to-value, Synchron's award-winning service parts inventory, price and uptime management solutions are designed to continually exceed customer expectations. Top brands from around the world trust Synchron, the largest privately-owned global provider of cloud-based after-market service solutions, to transform their service operations into competitive differentiators. For more information, visit synchron.com.

