

# Modernize Your Knowledgebase With Synchron Service Knowledge



## Equip field teams with secure access to your knowledgebase and improve productivity.

Your field teams are the face of your business. To be successful, they need an on-demand, comprehensive knowledgebase that allows them to access the right information at the right time. Synchron Service Knowledge accelerates and simplifies service delivery with one solution to troubleshoot, search, and order service parts. Intuitive search capabilities through interactive visual representation of assets in the field improve productivity and first-time fix rates while reducing service costs.



### Easy access to up-to-date information

Automated updates to manuals, service bulletins, and exploded assemblies ensure your technicians are always using the latest information in the field



### Access resources offline and collaborate

Knowledgebase materials are available anytime with offline search and content availability



### Leverage media packages based on customer or location

Media packages combine all knowledge and data associated with a customer or location, ensuring your technicians have access to relevant information while onsite



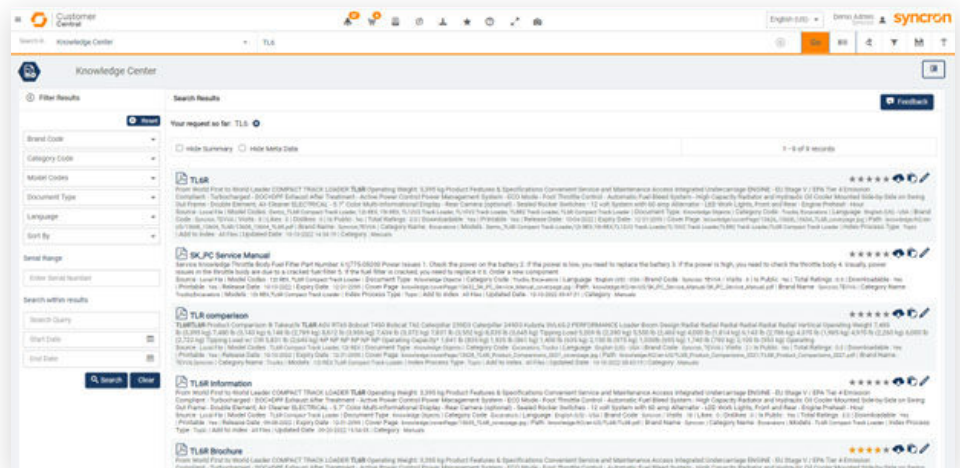
### Structure your knowledgebase to guide technicians through the troubleshooting process

Equip your technicians with an intuitive, on-demand troubleshooting guide featuring a metadata tagging process that structures your data and aligns issues with solutions



### Secure delivery with document-level encryption

Extendable enterprise encryption provides a solution for securing proprietary content to meet business compliance requirements



## Core capabilities

- Configurable metadata to tag and structure information
- Extend knowledge to third-party contractors
- Media packages combine all relevant knowledge associated with a customer or location
- Out-of-the-box protocols to authorize users and decrypt knowledge in seconds
- Offline ready with configurable security access levels
- Version control, access timeout, and service bulletins
- Interactive assembly views integrated with knowledgebase

## Benefits our customers have experienced



**Improved margins by reducing technician enablement costs**



**Improved customer satisfaction and brand reputation**



**Reduced legal liabilities by always using the right process to troubleshoot**



**Accelerated time to value within existing service management platform investments**



**Reduced attrition by proving an intuitive solution for technicians to be successful**

### Our core industries:

**Automotive, Construction & Mining, Agriculture, and Industrial Equipment**

### Syncron is a Major Player

in the IDC MarketScape: Worldwide Manufacturing Field Service Management Applications 2021-2022 Vendor Assessment



## Start the conversation today!

Whether you're interested in a strategic conversation, value assessment, or technical demo, our team of experts can help. For a more complete technician enablement solution, make sure to include Syncron Parts Catalog. Your service technicians will thank you for saving their time!

Learn more about Syncron Service Knowledge: <https://www.syncron.com/solutions/service-knowledge>

Learn more about Syncron Parts Catalog: <https://www.syncron.com/solutions/parts-catalog>



Syncron empowers leading manufacturers and distributors to capitalize on the world's new service economy. With our industry-leading investments in AI and ML, Syncron offers the first, innovative, customer-endorsed, and complete end-to-end intelligent Service Lifecycle Management solution portfolio, encompassing service parts inventory, price, warranty, and field service management. Delivered on the Syncron Connected Service Experience (CSX) Cloud, our solutions offer competitive differentiation through exceptional aftermarket service experiences, while simultaneously improving aftermarket business profitability. For more information, visit [syncron.com](https://www.syncron.com).