



Plan. Price. Service.

Delivering service transformation for end-to-end aftermarket sales and service lifecycle management

Big push for digital change in the new manufacturing model risk

Product and service delivery is becoming increasingly complex for Industrial Equipment organizations. Whether the priority is making better use of current assets, increasing resiliency and predictability across the business, or simply being able to adapt to meet shifting customer demands, the cost pressures across maintenance, operations, and supply chain are intensifying. At the same time, Industrial Equipment organizations are having to meet sustainability goals, by lowering emissions, reducing carbon footprint and recycling for reuse.

For many, this means digitizing the manufacturing business model and moving away from pure product sales to a more service-led offer that can provide future-proofed revenue and higher margins for aftermarket parts and service contract sales.

Driving you forward in the new service economy

When it comes to service transformation, Synchron connects, improves, and continually enhances your overall service value chain. We can do this through new business models, servitization, and EaaS models.

Our CSX Cloud platform delivers integrated and connected solutions that help create streamlined processes, greater visibility, and management across key aspects of aftermarket sales and service lifecycle management. Our approach connects aftermarket parts inventory, pricing, and service delivery, for a more robust, future-proofed, intelligent, and cost redutive service execution to your distributors and end-customers.

Common user experience

Inventory planning solutions

- syncron Retail Inventory
- syncron Inventory

Pricing solutions

- syncron Contract Price
- syncron Price



Service delivery solutions

- syncron Field Service
- syncron Warranty

Extensibility via data lab

Data and information analysis: Analytics/BI, Machine Learning, AI

Common data layer: data mesh and data lake for connected data insight

Back-end integration: connect to systems such as ERP, DMS, and CRM

For continuous, connected, and seamless data insight across your service value chain



Enhancing service optimization:

- Improved 'right part, right time' delivery through multi-echelon coordination
- Cohesive business decision-making and integrated planning across your service value chain with proactive, predictive, and time-efficient service delivery of technical expertise
- Operationalize sustainability goals through streamlined monitoring and optimization



Enriching service experience:

- Better understanding of contract complexity through improved data-led insight
- Greater alignment between customer expectations and brand interactions, with a unified data approach
- Improved loyalty and retention built on equipment uptime, proven performance, and higher quality offerings across warranty, maintenance, inventory, and pricing



Encouraging service growth:

- Recurring revenue models and subscription services, through outcome-based service contracts and long-term financial projections
- More informed data insights on functionality, usage, cost, and asset operation
- Greater service consistency and resilience, with clarity and visibility across service and maintenance contracts

Here's why you can only get this with Synchron

Our solutions are uniquely connected

We can help all entities improve processes end-to-end across silos of operations, data, and business functions, with integrated, AI-powered systems specifically designed to handle mission-critical service areas, such as inventory planning, price optimization and service delivery.

We're a leader in innovation, scalability, and co-creation

With us, you get a truly collaborative way to nurture scalable innovation, thanks to our comprehensive knowledge of how Industrial Equipment organizations operate and how specific innovations can be optimized for industrial use cases.

We're purely committed to aftermarket sales and service business models

The lifecycle of equipment-centric aftermarket sales and service is our only focus, which is reflected in our 'best of breed' approach and expertise across the complexity of service offerings, models, and contracts.

Together, we enable you to Plan. Price. Service.

We're always here to help, with a total commitment to and absolute focus on equipment-centric aftermarket sales and service.

Just get in touch synchron.com/contact to find out exactly how we can help you transform the way you plan, price, and service.



synchron
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Synchron empowers leading manufacturers and distributors to capitalize on the world's new service economy. With our industry-leading investments in AI and ML, Synchron offers the first, innovative, customer-endorsed, and complete end-to-end intelligent Service Lifecycle Management solution portfolio, encompassing service parts inventory, price, equipment uptime, warranty, and field service management. Delivered on the Synchron 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 synchron.com.