

# Planning and Pricing With Confidence: The Outcome-Based Service Advantage

Achieve revenue consistency and effective resource planning with outcome-based contracts.

In the ever-evolving world of service, companies are continually exploring innovative strategies to sustain and boost their growth. One such transformative approach is the shift from product-centric to outcome-based service contracts. This strategic transition places the emphasis on the value delivered to customers through tangible outcomes rather than mere provision of products.

Not only does this elevate customer satisfaction by aligning with their goals, it also creates a more consistent and predictable revenue stream for service providers. By adopting this approach, businesses can enjoy increased margins and the luxury of structured resource planning, ultimately leading to a more resilient and future-proof operation.



## Reduce contract risk

Leverage machine learning to create data driven insights that generate accurate cost predictions and risk probability.



## Improve operational productivity

Leverage standardized workflows to reduce the price quote lead time and decrease single person dependencies.



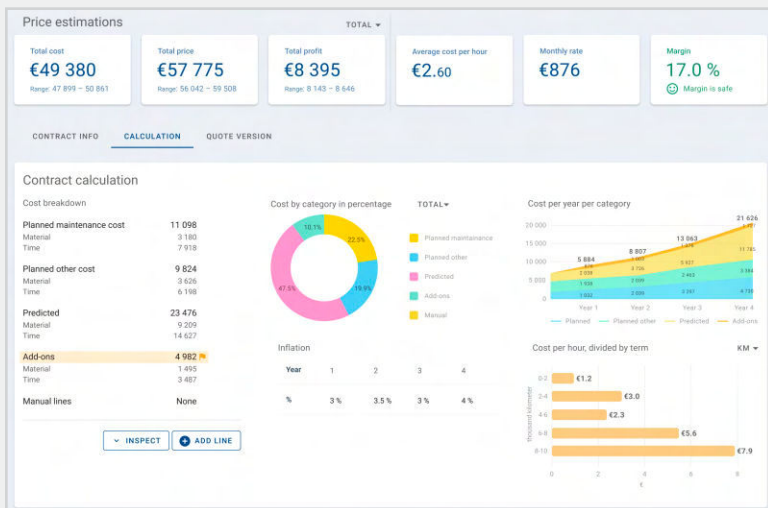
## Proactive resource planning

Leverage predictive maintenance models to confidently manage resource allocation across the organization.



## Build long-term customer loyalty

Offer tailored and consistent prices that reflect the customer's environment, application, and installed base.



**43%** of service leaders view contract profitability as a top revenue/margin opportunity.\*

**15%** of service leaders view Equipment-as-a-Service as the number one revenue/margin opportunity.\*

\* Vanson Bourne. (2023). Build a Resilient Aftermarket Service Business (p. 22). Copyright © 2023 Syncron Holding AB and/or its affiliates. All rights reserved. Accessed August 2023. URL: <https://www.syncron.com/resources/build-resilient-aftermarket-service-business/>

# Core capabilities



## Optimize margins with more accurate prices

Use machine learning-based price analytics for cost predictions to create more secure margins and more accurate prices.

- Use machine learning (ML) to generate cost predictions for all unknown service costs
- Simulate different scenarios and quotes of any given contract based on parameters you set
- Understand how costs are expected to evolve over time



## Streamline cross-functional processes

Create a single source of truth by maintaining all contracts and collaborating in a single application.

- Review and collaborate on complex contracts in a single application
- Create a standardized quoting process across all contracts, service locations, and customers
- Leverage the most recent and accurate data to make informed pricing decisions



## Perform advanced risk analysis with data-driven insights

Leverage data-driven risk assessments to capture performance and volatility of historical contracts.

- Visualize and analyze the cost breakdown of any given contract
- Use ML-based risk profiles for risk analysis
- Capture the performance of contracts to determine which have a higher risk or lower probability of profit



## Turn your customers into lifelong partners

Provide customers with optimal prices based on application, environment, and more, resulting in a superior purchasing experience.

- Offer consistent and transparent pricing to your entire customer base
- Price accurately with insight into how much maintenance and service is required for any given contract
- Make it easier for customers to buy from you



Automotive

Construction  
and Mining

Industrial  
Equipment

Agricultural  
Equipment

## Start the conversation today!

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