# Windchill® Service Parts Information and Instructions

Manage context-specific service information to facilitate information reuse, streamline change management and enable delivery of configuration-based technical publications

The Windchill Service Parts Information and Instructions add-on improves service operations efficiency and effectiveness by enabling service information to be organized and optimized for accuracy, applicability, and rich, graphics-driven delivery. This add-on requires the Windchill Premium or Windchill Advanced license as a prerequisite.

To operate and service products effectively and efficiently throughout their lifecycle, support organizations and end users require accurate, relevant and timely service information. Recognizing the critical role service information plays in driving business success, more and more manufacturers are regarding service and support operations as competitive differentiators that serve as profit centers rather than cost centers.

Built on PTC's Windchill architecture, the Windchill Service Parts Information and Instructions add-on is a context-specific service information content manager that enables manufacturers and service organizations to manage information based on how the product is configured and serviced in the field. Organizing service content in a functional system within the context of a product and defining information applicability helps organizations to maximize content reuse across product families, streamline change management processes and facilitate delivery of contextual, configuration-specific service information. The Windchill Service Parts Information and Instructions add-on enables the creation of Information Structures: service-oriented breakdowns of products used to organize all the content required to operate and service those products throughout their lifecycle. The definition of Product Hierarchy captures the product classification to allow easy navigation of service information. Applicability Rules define which pieces of content are applicable for specific situations for a given product configuration and usage conditions. Publication Structures can be generated based on Information Structures to deliver the information in traditional publications based manner. The Windchill Service Parts Information and Instructions add-on provides an optimal way to organize service information so that product configuration-based details can be delivered.

# **Key Benefits**

#### Enhance service information relevance

- Define Applicability and effectivity rules, so the most relevant service information is available for every product configuration and operating condition
- Eliminate wasted time spent searching through irrelevant service content

# Maintain up-to-date service information through streamlined change management

- Maintain associativity between engineering and service information, for facilitating impact analysis so that changes on the engineering side can be quickly integrated to service information
- Ensure that customer service, technical support and field service operations have access to the most up-to-date service information
- Align service content with the product definition, for contextual information of the highest accuracy and consistency

# Increase author productivity

- Centralize management of all service information and organize that information in a logical, product-centric manner that facilitates content reuse
- Reduce service information authoring time
- Facilitate content reuse and enhance content consistency across publications with the use of Publication Structures
- Facilitate access of service engineers and authors to source engineering information
- Automate multi-channel publishing to multiple formats

#### Streamlined translation management

- Improve time to market through streamlined translation process, making multiple languages available without lengthy delay
- Reduce cost through elimination of redundant and manual activities

## Features

#### Information structure: key characteristics

- Provide breakdown of a product into serviceable systems and sub-systems, typically defined at the product family or model level, to enhance content consistency and maximize content reuse
- Define content applicability such as product options, operating conditions, serial number, date effectivity.
- Enable initial and incremental publishing and delivery of rich, interactive service information specific to product configuration

whith _				28	14	100	6.0	-
								1.
man	wgc DEN.A.7 (Seven)						1.1	
Card and Description of the local division o	and the second se	1000						
and for the grant	A	2. ×	Variation Var			<b>1</b> .		
Territory (P.A.B.								1.6
Put see they	tree her marrie	Comparison - Andrewson and	The second second	and the owner of the owner of the				
a Asea	C. C. Branner	March March 1998	4-315-10-10	A REAL PROPERTY AND A REAL				10-10
alphoneter	C and beaut	ware look.			1.1.1.000		AL 8. 1998	
Press man	C arter manual .	WHEN LOD	A Manual Contraction	Conductor of Street, State and St.	2 Terrar		and internal	
T gastin	E Atta Manual	(headed - a state	and the second second	concerning to the second			turne 1	
Tracks and the second	ert and the beaution	displace (setting	and the second	Total Desired, Mallacone			-	
To serve the second second second	at -ite Result	August (1988)	a monte	and in duty have been		-		
Constant constant	(P) Libber Manuel	Taper Loss		No. Mail Street annuals		0.00	-	
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	THE ADDR., Manual	Pagest Lots.	2	Bernardisteriati			2 Z	
distanticity inclusion and the	(i) although the second	Tagen.	1	Serve Service		122	2 2	
White fact and factors forwards on occurs.	C auto manual	0.000	A	Annual	-	1.00	-	
With the further of product	C allen Water	and the second second	and the second second	fame have an available				
distance for an income arrest	or ships descel	Country		famo montant	3 M	122		
Emphasization	PT ATUR . Beaut	ingen .	and the second	And a second second		100		
a La resident	pt with the	Paper com.	2	Broughter Salark Salar Sala		122		
division in the later of the second	(F) within the set	States.		And the state state of the				
We refer the first test free and the	(f) subscittered	digter-		free and in start of the first of	-		-	
L reaction	@ x100. 00000	date con	1 mm	has of long baches have	: -		-	
el, has he	at since manual	display-Locks		territeration interaction	: =	100	2 2	
E Transford	·	dispersion.		Las restanta contratas a	: -		2 · 22	
E Transa	and along the second	10000000	2	Including and	: =			
E-months	a cite mand	Training and	2	Gamping for he have a summer			2 2	
all in one failed takes	The states diseased	the second s	10 M	Conception of the product				

Organize and manage service information pertaining to a product, whether it is PTC-created content such as illustrations, parts information, or procedures, or non-PTC-created content such as multimedia, videos, or graphics.

- Out of the box Support for Textual (e.g. service procedures from PTC Arbortext® Editor™), Illustration (e.g., illustrations created in PTC Arbortext IsoDraw® or PTC Creo® Illustrate) and Parts List content
- Streamline change processes and encourage consistency using Information Structures, which can be initiated from a standard template or reused across different products
- Define Applicability at any level in the Information Structure including inline applicability within a specific piece of content

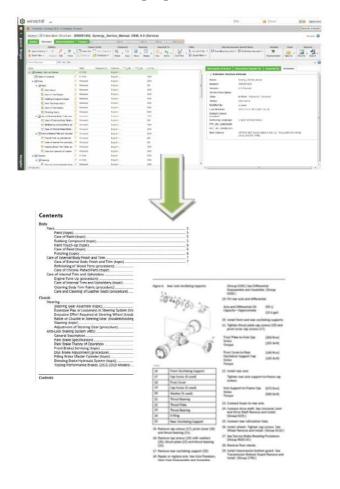
# Applicability rules: functionality

- Define multiple conditions (product configurations, system options and operating environments) or date and serial number effectivity information for when service content applies
- Include/exclude the appropriate service information presented to users based on defined applicability criteria to yield product configuration-specific information
- Enable management at multiple levels to simplify definition (e.g., system or component, specific pieces of information, content within pieces of information)
- Define a hierarchy of options and logic that specifies required/incompatible dependencies between available choices and apply these rules to service information through an easy-to-use interface

Type	1	erial North	0#F			-		
Context	E	+\$10000	15 BRITH			×		
Serial Number	_							
# Augs :								
Cover start								
August (4789)			T <sub>FK</sub> 4898	U				
in the	40.1	0.04	-	007-044	ti www.en	inaper		
Induced a		- under		141.440	e mean	10000		
Turrinary							- 11	
					1111-0			
Hectively Type	12 Set	al fricondae	et Cormeve	4 74000	10001,1.1	NAME VEL		
		el filombe	e Cornert	4 PHQ10	00013.9	NUCL VII	- 11	
		el Numbe	e Cornert	4 24000	00013.5	and the		
- 47939 to Alt	190		e Comert	4 PHQ10	4001.4	1000		
- 47939 to Alt			c Cornert	4 84010	0001.1.1	ANAL VAN		
- 47939 to AM	00. Ni 141	alar.	c Cornert	4 PHOSO	10001-11	ANAL 445		
- 41939 to 48	ne. Miter		e Comert	e PHOW	000123.1			5.0
- 41939 in 48				4 PHO10				5.
- 41939 in 48								51
					1221			5.
- 17000 to 400					1221			5.
- 47895 to 48					1221			5.
e 47936 en Alt								-
					11111		-	5.0
								5.
					11111			
					11111			
					11111			
					11111			5.0
					11111			
					11111			-
					11111			5.1
					11111			51
					11111			

# Publication structure: functionality

- Publication structures typically represent a "manual" or a "publication" (e.g., Repair Manual, Parts Catalog) and allow users to organize service content for delivery in a print format
- Author Publication Structures by leveraging the organization of content in Information Structures. For example, a user can generate a publication structure for a specific serial number or a language.



- Leverages Windchill structure management capabilities and the dynamic publishing capabilities of PTC Arbortext Publishing Engine™ to create product configuration-specific service manuals
- Content represented by the Publication Structure can be published for various print formats like PDF and electronic formats such as Arbortext Content Delivery bundles.

- Facilitate content reuse and enhance content consistency across publications using Publication Structures, which can be initiated from templates, reused in their entirety, or in
- parts combined with other products or Publication Structures
- Publication Structures contain specialized objects such as Table of Content and Index that are automatically generated based on the content of the Publication Structure during publishing

#### Translation management

- Manage translation process of reusable service information topics for automated publishing of language-specific content
- Automatic detection, extract and load of objects needing translation by language
- Support multiple translation vendors
- Maintain associativity of translation content to source language content
- Enable support of multi-language authoring, pivot languages and valid language pairs
- Generate reports for monitoring translation status

windchill' 👊							Fat	Search	Div Qualities
Products - Bus. CEN -	Publication Studius	60 - C							Peperdy Accessed
Autes - E Publicatio	n Structure 60	10036738, Engl	ne_Publication	, OEM, A.2 (Servic	e)				Reissed @
Delate Structure 1	Dege and a failure	Champed Incode	tion Bookboard a	formation of the	() ( <b>(</b> ))	n 🤤			
Translation Context   Trans	uation Dashboard								Cusion as v
A Conter Spec	Score attactes 3	Al Terperi I strategi	Alterables	Stere 🖉	🛛 🗹 Arrik There The	vietere   assila			
Artoor.									500
Searca Itana		Service Language	Sara Side	Translation Name	TergetLergeoge 4	Transailan birman.	Travalistics Silves	Therefalky State	Per-age D
Presede Espectan of Dram	ağ Vola dape)	OHS	TAXESCO .		44		Hall Hoppgard		
Abd -PalarsTellepsety*ala	Wartenesteri-4008	m-15	Tabunet		19		Rel Repareted		
Trate Balance en US (	1784	en115	Released		44		Not Requested Sets Tate	Later tester.	
Alest Falure"(Property") and	ACOLISCERSERIES	mi10	Released		20.		Har Reparated Services	laike soodell	
Adot -Holeburel heizings eb	CitiekerthaBog-4_	20-22	Record	Alot Hardy chicking.	41	A.2	Transport	Retopol	110003738_2
Nam - Chapter Of Country and	Christen er an Arthon	area.	Haltaned	New Organizations	44	A2	Insectations	Taburand .	10000000702.4
New Oran The Aud Olivia	Charge all Same -O.	10-15	Reissant	New-OranTheinedDi	4.	6.2	Transiend	Salacout	SCOREDUTIN_A
Troke STOLANDS 2000		#5.1D	Trinosat	Troke SECRAPSE SHID	44	42	Transient	Relessed	seeecot735 +
×1									
Li franslator Deshboar	a								
Z Apply Filer to Transistor									
B Results									(37 sbjects )
dy Action -								Deprits & onter	84.0
C. Sargespr. 1. Stor	w.		inn	Logistation					
ETABOL NO.	Requested		#525>#(#24	2018-32-12 (7.4)	(70)				
	logician		0105-100,0140	2010-02-12 17-46	210				1.0
Contest Rr.	Sugaran Co.		00425-408, 01493	2010-32-12 17.48	100				- 1

© 2019, PTC Inc. (PTC). All rights reserved. Information described herein is furnished for informational use only, is subject to change without notice, and should not be taken as a guarantee, commitment, condition or offer by PTC. PTC, the PTC logo, Product & Service Advantage, Creo, Elements/Direct, Windchill, Mathcad and all other PTC product names and logos are trademarks or registered trademarks of PTC and/or its subsidiaries in the United States and other countries. All other product or company names are property of their respective owners. The timing of any product release, including any features or functionality, is subject to change at PTC's discretion.

#### Product hierarchy

- Represents hierarchical organization of serviceable products generally organized into product families, categories/types and specific models that allows a technician to navigate and find the right, contextual service information in the Arbortext Content Delivery environment
- Capture additional information such as metadata and graphics using the product hierarchy nodes, which provide the context for the service information

windchill' set								Pat		Seatch:	_	PV	QURKINS
A Producte > Secretary, Child in	Receita Acreso												
Autore Product Hier	archy Family - SYNERGY,	Synergy Far	nily, OEM	A.2 (Servio	0)								in Wor
Octobilis Structure Rel	and Objects Changes His	ory Where Us	nd Trace	ability AMERICA	t. Product Au	ahtics	UCI Sabenission1	Representation 12	6				
Indiang	Check Duble	Clubmed		gaves	New Add Rd		Piller		14	NIN .	Service.	Hapor	18
4 Inter Dorang - Recover Seleventies • / hit •	Cardina Breas	Setter Corv		• West •	ter ante			Charles and the Contract of th	ăă . Omore		German .	Second -	<b>4</b> .
That In Structure	· M Advanced +												. 6
kiestty =		Version	Sate	Attributes	tions Imper	untes C	Kormense D	unfigation Viewsk	nation De	Contraction (			
# EL SYNERRY Synergy Fan	Wy, ODV, A 2 (Service)	A2(Serect)	B(Weth	E PetAlle	1.000								14
# 1000031282 Care 1	2BIT A 2 (Service)	A7(Service)	In Kierk			100							
0000001000 De	apie, OFR, A.3 (Service)	A.2 (Service)	It files	Theretenait									
	ODM. A.2 (Service)	A2 (Service)	Enforment										
E de coscoerast, Lik	CEN A2 (Service)	AZ (Service)	8117018					Translatio					
E de casecontres. Se	of Convertible, OFELA 3. (Service)	A 3 (Service)	111123	Name:	Synergy	Family		Wansabo Namo	n ()	pergebani			
C 258 50	art Coupe, OEV, A 2 (Service)	A2(Sentex)	Ar Kirock	Manuber;	\$194575	SY .							
DEBUTTER, Varm.	DBR A.1 (Service)	AT (Gerrice)	In Work	Versioer	A.2 (Ber	Sca)		State:	in	Work Auto	aaad - Cance	64.0	
0000001201, Trank	Dis. COLA 1 (Senses)	AT (Service)	100205	Default Unit	t cath								
				Last Model	ed: 2013-11	10.10.33.0	00.00-110						
				lited by		et Mereger							
				5000as	Chatte	120							ĩ
				Classificat	cit:								
				Default Sorriceable				Service K	R N	0			
				Service No.	me"								
				Service Description	10								

#### Learn More

• For more information about Service Parts Information and Instructions and the entire portfolio of Arbortext software products, visit: www.ptc.com/go/arbortext.

📚 ptc