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For General Release

PTC Japan
Information Services International-Dentsu, Ltd.

PTC and ISID Begin Providing
"PTC SPM LIGHT" Service Parts Management Solution
Achieving Parts Demand Prediction and Order Plan Automation in Shorter Times Using the Cloud

PTC Japan (Headquarters: Shinjuku-ku, Tokyo; President: Hiroaki Kuwahara) and Information Services International-Dentsu, Ltd., (Headquarters: Minato-ku, Tokyo; President: Setsuo Kamai; "ISID") from July 11, 2016, begin offering "PTC SPM LIGHT," a solution that allows demand prediction and order plan automation for service parts to be achieved in a reduced time. This product is a packaged, cloud-only, function-limited version of "Servigistics® Service Parts Management" from PTC, and is jointly offered by PTC and ISID for Japan-based manufacturing businesses, allowing the construction of service parts management systems at a lower cost and in a shorter time than conventional. It is only available through ISID.

For manufacturing businesses today, the service business is not merely associated to product sales, but it plays an important role in achieving differentiation from competitors. Additionally, the service-related businesses in manufacturing industry account for 24% of gross income and 40-80% of net income (according to research by PTC), and in some cases the effect of adjustment and optimization of service parts management can be extremely large. Conversely, many manufacturing businesses maintain a diverse range of service parts with differing turnover rates and distribution processes, and it requires the significant effort, time, and cost in order to construct management systems encompassing all of these.

The newly offered PTC SPM LIGHT solution allows the best practices from Servigistics Service Parts Management, which is utilized by more than 200 global businesses, to be achieved in shorter time and at a reduced cost with carefully chosen functions and parameter settings that are configured in advance. This solution focuses on management of service parts with a high turnover such as consumables, and offers accurate demand forecasting and automation of order plans based on inventory changes. Large businesses can utilize this product to verify effectiveness with a small-scale installation while expanding application scope in stages, or small-to-medium businesses can leverage it to deploy a service parts management system. Additionally, offering this product through the cloud means that it can be deployed easily even by businesses that do not employ a full-time systems administrator.

The following are standout examples of PTC SPM LIGHT functions:
・Demand prediction
・Inventory optimization
・Procurement/replenishment plans

PTC provides software licenses for PTC SPM LIGHT, while ISID is responsible for marketing and installation support to customer businesses.

Akihiro Fukuyama, Executive Vice President of ISID, comments, "Not only innovations in '*monozukuri*' (manufacturing), but ISID also aims to lead innovation in '*kotozukuri*' (value creation). Our vision of engineering business is to realize digital enterprises featuring a seamless flow of information throughout companies." Mr. Fukuyama states that thanks to PTC SPM LIGHT, which has been produced in collaboration with PTC, "We are convinced that we will be able to provide customers more rapidly with solutions that help enhance key service processes in the '*kotozukuri*' domain."

Hiroaki Kuwahara, president of PTC Japan, comments "I am delighted that we are able to offer such significant value to the service businesses of a variety of customers by packaging a service parts management solution that is extremely effective when deployed. I look forward to the partnership with ISID allowing us to offer products to more user companies."

Note:
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