

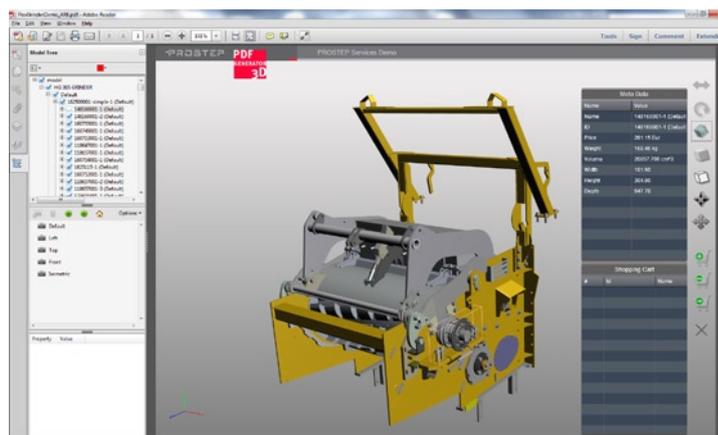
## Service Documentation with 3D PDF

Companies spend much time and labor preparing, updating, and distributing technical documentation for maintenance, repair, and overhaul (MRO) operations. Despite this, maintenance and service engineers often have trouble locating the current documentation or having the requisite spare parts listed in that documentation.

A better approach would be to have design, manufacturing, and other business processes drive the service documentation and related service operations, such as generating technical illustrations of current designs and ordering spare parts consistent with the latest designs in the field. The result would be more than just 3D models, PMI, parts lists, and multimedia, but service documentation that is dynamic, current, easier to understand—and useful.

### The PDF solution

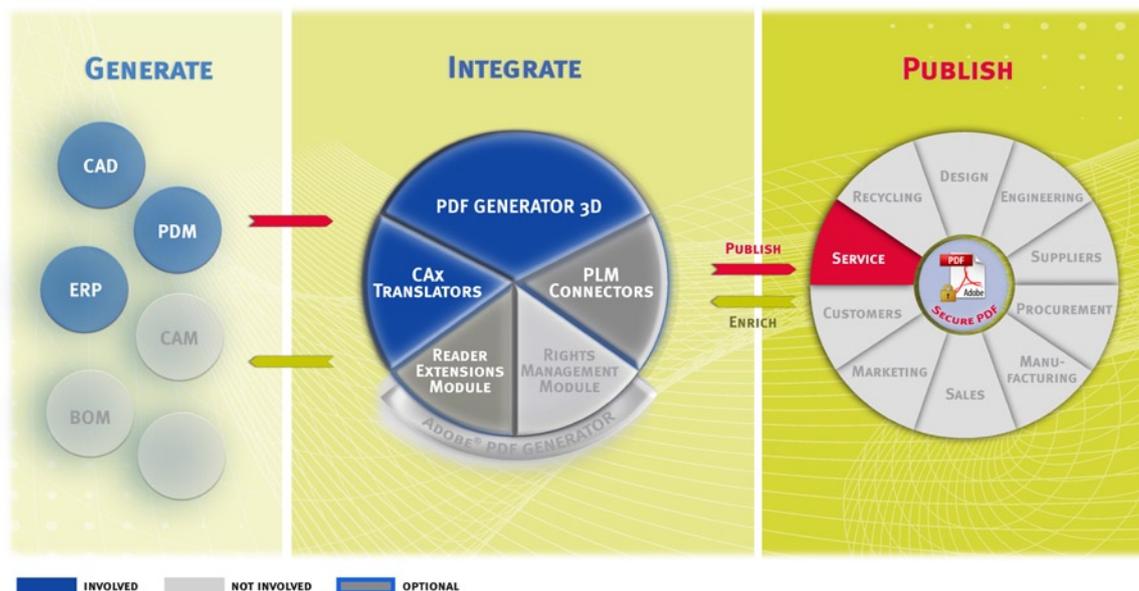
3D PDF technology can combine all the MRO information into a single, compact 3D PDF document viewable on any desktop, laptop, or mobile device using Adobe Reader. Embedded interactive 3D models and other animations clarify a product's design, assembly, and MRO requirements, especially for complex assemblies. Through PDM/PLM/ERP integration, service documentation can be automatically prepared—even for specific configurations of a product—and updated in near real time.



- >> A 3D PDF document can contain models, drawings, and other documents relevant to MRO.
- >> Embedded assembly structures lets users navigate through the assembly and rapidly identify serviceable components. Navigation includes zoom, rotate, pan, cross-section, and fly through displayed models of parts and assemblies.
- >> Displays of individual components can be linked directly with other documents, such as spare parts lists or catalogs.
- >> Animations and other videos showing the activities to be performed can be embedded in the 3D PDF document.
- >> Embedded intelligent forms templates can automate service work, including displaying MRO information, ordering spare parts, and updating customer records. The embedded intelligence can evaluate the entered data for consistency and accuracy, and can initiate the appropriate workflows (such as approvals in the parts ordering process).

**3D PDF technology speeds up service documentation preparation, and it lets service engineers access MRO information fast—regardless of what compute platform used.**

- >> Changes, queries, and other information in the field can be entered using the Adobe Reader comment function. Automated workflow processing can report this information back to the relevant business and engineering departments through their information systems.
- >> Service documentation can be sent electronically to the local service organization and to on-site engineers.
- >> Password protection and digital rights management (DRM) ensure that only authorized people have access to service information.



### The benefits

- >> Faster preparation, collection, and distribution of MRO documentation.
- >> Better quality documentation by including multimedia content.
- >> Faster, easier, and more complete access to current MRO information—regardless of compute platform used.
- >> More comprehensive and faster updates in the field.
- >> Better understanding of MRO activities.
- >> Reduced downtimes from enhanced service quality.
- >> Increased spare parts business through integrated ordering.
- >> Faster MRO work performance, enhancing overall MRO service quality and customer satisfaction.