



As your approved global supplier of real OEM restaurant equipment parts, we are proud to introduce My Service360! This online portal opens an all-access window to data-driven insights and 24/7 support to help you oversee equipment at your facilities, reduce maintenance and repair costs and make informed decisions.

When repairs cause chaos, data makes a difference.

Built to be used by both internal technicians and store staff, this platform allows you to store, track and analyze data within and across your location(s). With this tool, you can analyze the types of equipment repairs needed, how often they happen, the price of those repairs and the average length (and ultimately cost!) of downtime.

Why do these numbers matter? Armed with this info, you can:



Reduce costs by evaluating vendor performance based on more than just hourly rates



Make better repairs vs. replace decisions based on real data



Understand and **track repair info** across multiple brands

And much more!

How It Works

- Starting every service issue in the portal ensures that all problems are tracked and logged, providing **cost and performance insights by location and asset**.
- Service requests can be **assigned to internal technicians or dispatched to third-party service companies**, based on rules you specify. For example, requests can be routed based on a technician's skillset.
- With the full-service option once a request is submitted, our team does the legwork behind the scenes, prioritizing new requests, managing warranty claims, troubleshooting with staff, dispatching vendors and following up as needed – **capturing all the data along the way**.

Feature	Benefit
Troubleshoot and resolve issues with store staff before dispatching an in-house technician or service company for unnecessary service	Cost savings and reduced downtime
Warranty status visibility for critical equipment	Confirms you're not paying for repairs that should be covered under warranty
Dispatch, scheduling and communication with your preferred service companies – managed for you	Save managers time and legwork, using the service companies you already know and trust
Complete documentation and service history logged for each repair and piece of equipment.	Improve efficiency, collect historic data and close the loop to provide reliable information about the performance of equipment, cost of ownership and more
Single sign-on via the McDonald's custom website	One point of access to parts, equipment, troubleshooting resources, service dispatch and comprehensive data profiles for each asset
Real-time insights and reporting	Key metrics provide a total cost of ownership view for each covered asset, spend insights by location and more

Next Step...Onboarding

Onboarding is a critical step to capture important data about your equipment and operational workflows, which greatly streamlines the service process. Part of our onboarding process, we:

- **Collect an inventory of key assets**, including warranty checks in advance of service needs, which reduces downtime and maximizes cost savings
- **Set up approval workflows**, including staff spending approval limits and any existing service contracts, speeding up decision-making when critical repairs are needed
- **Set up your in-house technicians and preferred service companies**, to maintain key relationships and expedite dispatch to the right service provider

Visit partstown.com/my-service360 for a demo!

Questions? Call 616.512.2099 or email account@my-service360.com

