

FEATURE, FSM TECHNOLOGY

# AI-Powered CRM: The Journey Customers Actually Want

When a customer reaches out about a delayed shipment, legacy CRM systems often show each team only a fragment of the story. Sales might see the order, support sees the complaint, and logistics sees the shipment—but no one sees the full journey.

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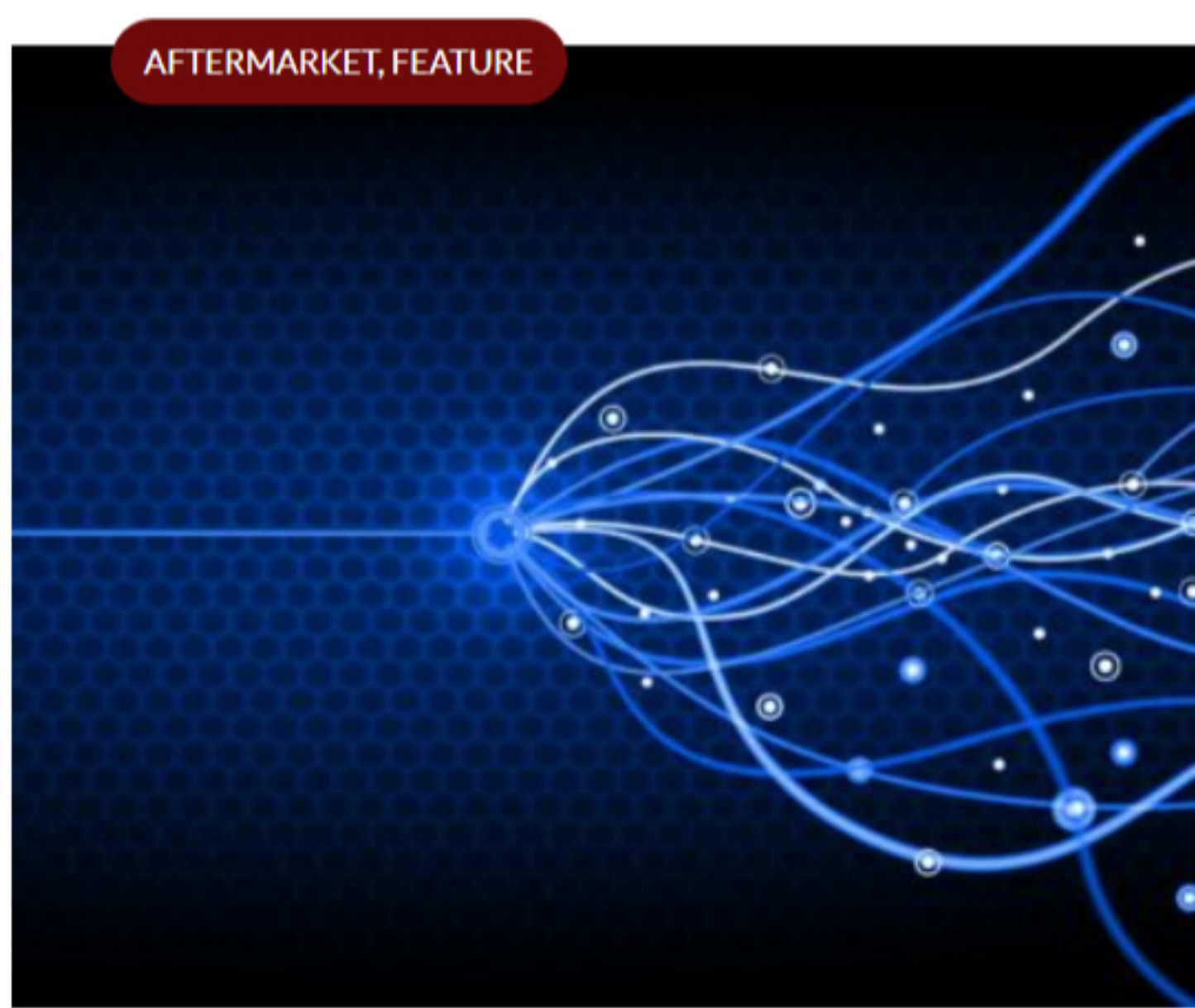
AFTERMARKET, FEATURE

SEPTEMBER 3, 2025

## Closing the Gap: 3D Printing as a Solution to Parts Scarcity and Downtime

At first, Jason Smith wasn't looking to become an evangelist for 3D printing. He was just trying to fix a broken supply chain.

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AFTERMARKET, FEATURE

AUGUST 19, 2025

## Beyond the Break-Fix: Why Predictive Maintenance is Redefining the Aftermarket

From crude signals to smart systems, Johann Diaz shares how predictive maintenance is transforming aftermarket service—from emergency response to strategic foresight.

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JANUARY 15, 2025

Service Revolution Academy invitation to "Deliver More, Spend Less – The Path to Service & Operations Excellence" in-person event on 28th January 2025 – SPECIAL OFFER

NOVEMBER 28, 2024

Syncron Appoints Claire Rychlewski as Chief Revenue Officer

NOVEMBER 7, 2024

Optimize My Day Introduces OMD Powerhouse...



FEATURE, SERVICE LEADERSHIP

JUNE 27, 2025

## Transforming Field Service for Gen Z and Women in the Digital Age

The field service and manufacturing sectors have long been built on reliability, craftsmanship, and deep technical knowledge. Yet, they now face the dual challenge of talent attrition due to retirement and the urgent need to modernize to remain competitive.

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## White Paper: The AI Advantage: Transforming Customer Experiences in Field Services (2024)