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## Four Pillars of Service Data Management

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**Service parts planning:** Software by vendors such as [Baxter Planning Systems](#) is designed to assess the true cost of stocking parts, including not only what it costs to stock a part, but also the costs associated with not having a part when a customer needs it. These systems generally include logistics network analysis tools that allow businesses to determine the best location for warehouses and field depots based on installed locations and service commitments to the customer base.

**Service management:** Software and services from vendors such as Servigistics are designed to support the operational function of a company's service organization, including service call management, labor efforts, parts consumed, billing and receipting, and other functions. The software is useful for making sure these systems are running proficiently and error-free.

**Knowledge management:** Software from vendors such as InQuira designed to address the way service information is collected, stored, and accessed. Manufacturers use the software, involving a range of practices, to identify, create, represent, and distribute information across the enterprise.

**Product lifecycle management (PLM):** Software from vendors such as Oracle's Agile unit is designed to manage the entire lifecycle of a product, from conception through design and manufacturing. It may also encompass service and disposal. The software helps manufacturers manage descriptions and properties of a product through its development and useful life.