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ServiceBench® and Andrews-PTS Electronics Announce Supply Chain Partnership

*Partnership will enable Andrews-PTS customers
to order and manage service parts seamlessly*

COLUMBIA, Md., November 13, 2018 – ServiceBench, the leading provider of integrated service management solutions, announced today it has partnered with Andrews-PTS Electronics, one of North America’s leading distributors of service and repair parts, to help repair service providers save time and improve efficiency in the repair process through the PTS parts distribution system.

Andrews-PTS is now connected to ServiceBench’s business management system, providing repair service providers with the ability to quickly check parts availability, place orders and manage returns seamlessly from each repair service order. This minimizes the time service providers spend shopping various web sites or making calls to track down repair parts and then linking them with the work in progress.

This connection with ServiceBench will also provide service companies working with Andrews-PTS’ with real-time visibility on part status and parts on order for a repair in progress.

"This new real-time visibility feature is a great step to help Andrews-PTS and their service providers deliver premier customer service. It will make their onsite service calls more efficient by helping to track down hard-to-find and critical parts from their back office or while on the job site and providing an ETA for service completion." said Louis Rose, vice president of ServiceBench.

"PTS continues to invest in our technical infrastructure and is excited to participate in the ServiceBench integrated supply chain platform," said TJ Farmer, the Managing Director of PTS

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Corp. “This new connectivity enables us to further automate and integrate our order fulfillment processes, enhancing our ability to better support the independent service network. The ServiceBench platform bundles a number of tools in one fully integrated service and parts platform while providing a modern and efficient experience for our mutual customers.”

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About ServiceBench

ServiceBench, an Asurion company, is a cloud-based software platform that provides a 360-degree view of a Service Event, connecting the people who manufacture, sell, service and warrant products to their consumers and the networks of companies that provide parts, service and install the product. Our tools focus on connecting trade partners, automating cumbersome business logic providing clients with a real time picture of the Service Event, and valuable analytics to better service their consumers. For more information visit www.servicebench.com

About Andrews-PTS Electronics

Andrews-PTS is a wholly owned Subsidiary of PTS Corp, Supply Chain Solutions. PTS Corp is focused on Aftermarket solutions including service and replacement parts, electronic repairs for commodities such as mobile devices and circuit boards, and customized value-added services. PTS Corp serves a variety of customer types including service providers, extended warranty companies, and electronic processors. For more information visit www.ptscorp.com.