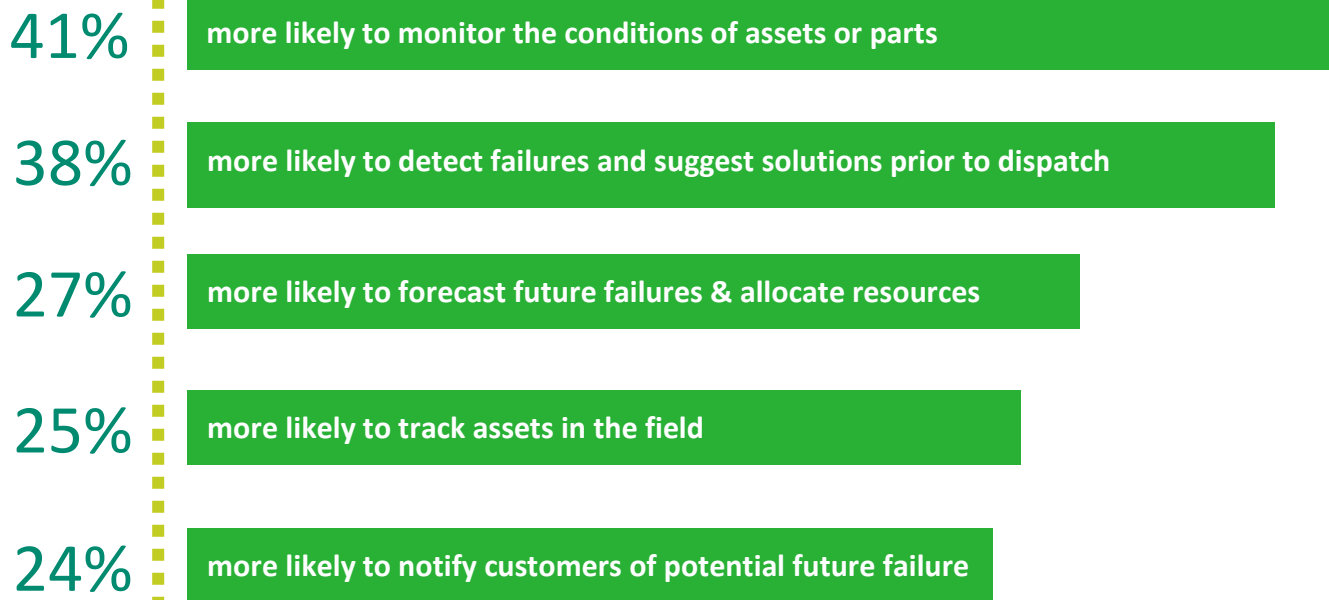


CAPITAL EQUIPMENT MANUFACTURERS LEAD OTHER FIRMS IN TECH ADOPTION

Capital Equipment Manufacturers (CEMs) are leading the way when it comes to enhancing their operational integrity across a variety of different fields. This enables them to maintain a higher than average first-time fix rate, and permits them to build upon embedded technologies to help support customer growth.

Capital Equipment Manufacturers are:



as compared to All Others.

→ *Read the full report: [Service Excellence: Path to Success in Capital Equipment Manufacturing](#), February 2017, Aberdeen Group*

The bottom line: CEMs are uniquely suited to the challenges of operational integrity, as failure at any part of the value chain can have repercussions for more than just the manufacturer's bottom line. For that reason, smart, pointed investments in operational support systems are key to long-term success.