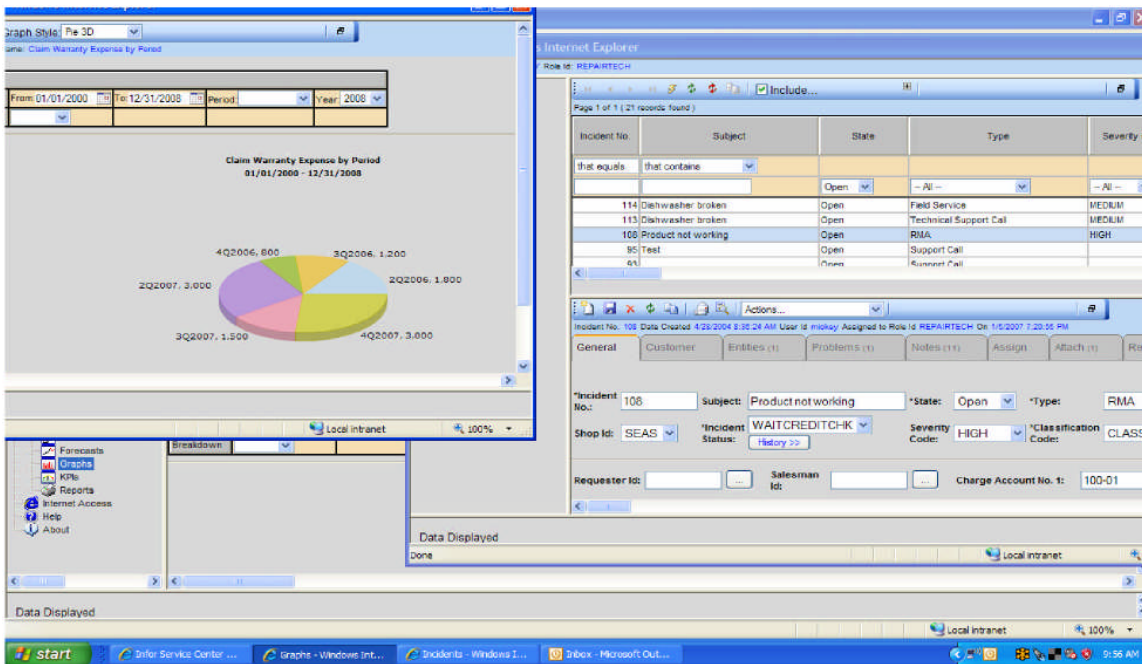


Service Management

Be enterprising.

In today's business climate, fast and accurate decision making is at a premium. You need to know your customers, your true warranty costs, your market for extended warranties and service contracts, and you need to streamline your after-sale operations.

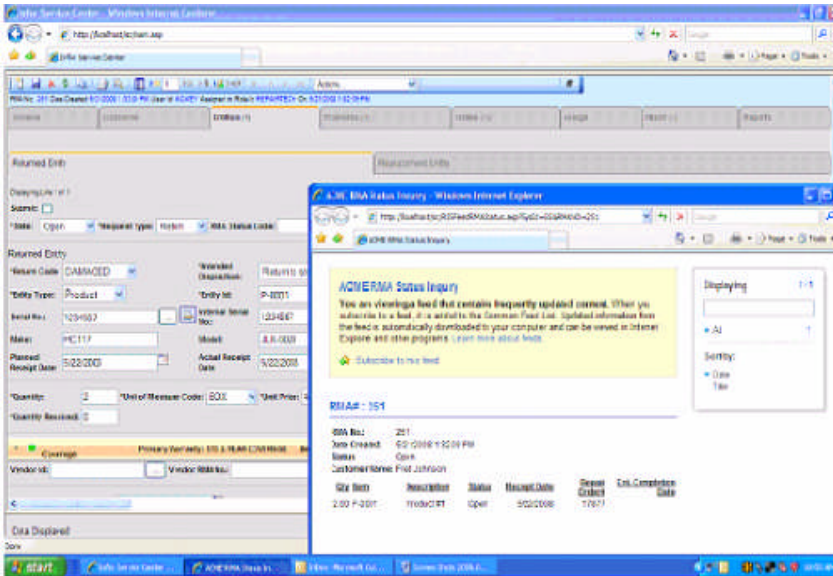
You want a software solution handles the transactions, facilitates communication internally and externally, and will analyze the data to solve problems and satisfy customers...profitably.



Leverage what you have.

Do something with the data you collect during your product life cycle to learn more about your customers, products, quality, contracts, and costs. What good is it to handle these transactions if you can't get the information you need when you need it?

Service Management



Get business specific.

Service Management provides the functionality you need to leverage the best technology available with the integration to your back office functions to support your business processes in call management, quality management, field service management, and repair management.

See results now.

Service Management will begin providing you with insight into your service operations and quality levels that you never thought possible... within one month after beginning the implementation you will begin to see improvement in customer service levels, warranty expense exposure, extended warranty sales, and product life cycle feedback.

Service Management has helped companies like yours achieve results such as:

- One month implementation
- 50% reduction in order-to-cash cycle
- Significant reduction in warranty expense
- Customer targeting for additional warranty and contract sales
- Automate vendor claim management
- Automate customer claim process
- Automate and streamline customer RGA requests and status reporting

Warranty

With Service Management you will accurately service your warranties and invoice for your non-warranty work.

Incident

The Incident will record the customer's call, electronically initiate any required transactions such as a part shipment, credit, or RGA, notify you if the coverage is active, and provide access to any history you may need.

RGA

The RGA/RMA capabilities will process all the steps of your return and repair process and communicate the RGA number and ongoing status to your customer electronically 24/7!

Your customer can request the RGA from your web page, you can email the RGA number to them, and they can keep up with the on-going status of their RGA from start to finish via a link contained in their RGA notification.

Service Orders

Create Service Orders from your incidents, dispatch field engineers and service companies based on proximity and skill requirements, collect the job-related data, create the invoice... and do it all electronically and with an integrated invoicing system to dramatically decrease your order-to-cash cycle.

Integration Points

- Creation of Customer Orders
- Creation of Credit Memos
- Creation of Manufacturing Orders
- Application of Price Books
- Options for Order processing
- Periodic loading of master/code file information
- Periodic loading of Part Availability information
- Periodic updating of Shipping information
- Web page integration
- Inventory Integration