

Service



In providing relevant, personalised service at any time via any channel, you will earn customers coming back for life.

With access to information wherever customers are—24 hours a day, 7 days a week—the meaning of customer service has changed. Customers expect quality, personalised service, on their terms, across the web, social, mobile, and phone.

Enhance operational efficiency

Create a more productive work environment with tighter control over parts inventories, costs, workloads, and task prioritization.

Help improve service order management

Streamline the generation, dispatch, completion, and invoicing of service orders and more easily specify and track parts consumption when you have improved access to up-to-date information about contract agreements, pricing, task prioritization, and the skills and workloads of service technicians or teams.

Effectively manage contracts

Set up and track warranties and service level agreements (SLAs) and contractual service periods or response times so your people can automate related service orders, capture data on contract fulfilment and history, and help ensure more profitable quotes and agreements.

Build customer loyalty

Become a more valued supplier when your people can provide proactive service, consider customer histories and preferences in dispatch decisions, and implement customer-specific pricing and discounts.

Functionalities:

Service order management

Capture information about open service quotes, quickly create service orders based on customer requests or after-sales issues, or accept the system-generated suggestions to open an order based on periodic service or contract obligations. Then easily log service order completion for complete records and profitability management.

Work and material planning, scheduling, and dispatch

Define typical time, material, and resource requirements for a specific service type; track skills and availability of service personnel and field technicians; and then assign service orders to best utilize available resources. Prioritize and escalate tasks as needed with clear insight into open service orders, contract commitments, and technician workloads.

Item and component service histories

Register and track serviced equipment, including site locations, components, loaned equipment, and repair or replacement history. Speed troubleshooting by capturing previous service activities and providing guidelines and procedures for solving future service issues.

Reports

Access, analyse, and understand the performance and profitability of service operations quickly by generating reports on performance measures such as current open service orders, response rates, and service item and contract profitability.

Contract and SLA management

Manage SLAs, contracts, or warranties to anticipate service needs, meet obligations for service periods or response times, record customer preferences for technicians or service appointments, and proactively schedule service. Record actual response times, track associated service parts and labour, automatically generate contract invoices, and easily analyse contract profitability.

Service item tracking

Track service items and parts, including serial numbers, inventory, costs, and individual profitability. Accurately track, allocate, and analyse crucial data about items, costs, and jobs.

Price management

Set up and maintain service prices including fixed minimums or maximums, customer-specific pricing, diverse types of charge, and price groups. Convenient price calculation templates help you adjust for various price structures, service parameters, and profitability targets.