

Service Management System



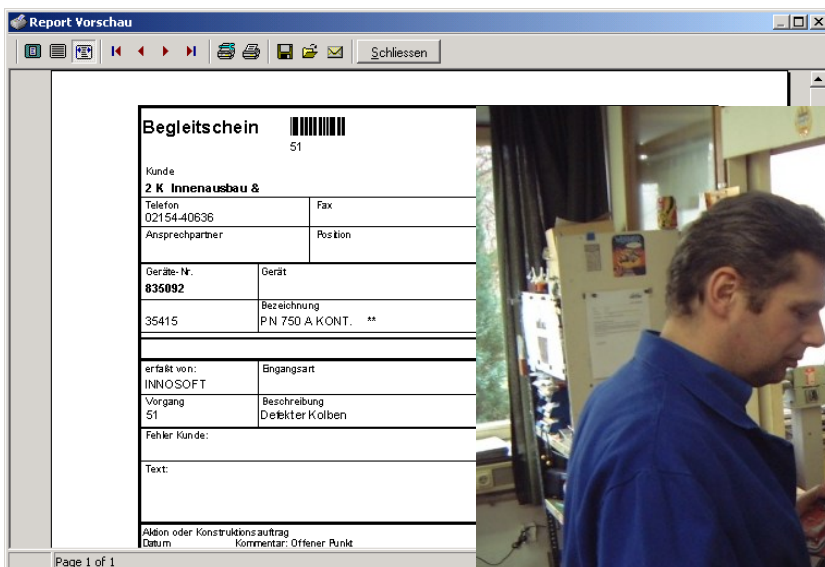
Shop Floor Control

Functions

- Access to the current machine history via simple search masks
- Input of project and measurement data as well as spare parts and reports
- Automatic acquisition of working hours and standby time
- Interface to existing materials management systems
- Automatic invoicing

Benefits

- Optimized order processing from goods receipt to dispatch without discontinuity of media
- Simple search masks for the customer or machine search
- Customer Relationship Management with machine history
- Order status available at any time via networked workstations
- No need to fill in repair forms due to use of barcodes
- Comprehensive statistics functions with complete product history
- Graphic display of capacity utilization



Shop Floor Control

The **INNOSOFT Shop Floor Control** supports the order processing in the shop floor from the goods receipt to the dispatch. User-friendly search masks and the use of barcode scanners advance the reception of goods as well as the customer or machine search. The integrated barcode support facilitates the identification of the appliances or orders. Before a service employee starts to work on a defective device he scans its' barcode and identifies himself for this job (order) via his personnel number.

For the purpose of time registration an assignment of this service technician for this particular appliance is generated in the Resource Planning (workforce management) and the amount of work involved in this project is registered automatically. The required spare parts for this order can be booked from the database by the technician by means of simple search masks.

The processed order now contains all time and spare part information for the invoicing. The entered data are transferred automatically to the invoice processing. The system presents the completed invoices to the person in charge of the case, who just has to release the invoices after a check and adjustment of the terms. When the data input is completed, the delivery notes and the dispatch label are printed out automatically and an immediate dispatch is possible.

Due to the fast access to the current information the service engineers and the case handlers are now able to react even more competent to customer inquiries. The central service department has overviews of the assignments and orders available online. Even during the service assignment the relevant billing data are reported centrally, which results in the immediate

accounting directly after completion of the assignment. With help of the extensive statistics functions the service department receives valuable overviews of the capacity utilization of the technicians and the performed productive hours. Quality standards can be validated via a simple fault analysis. An evaluation of the various data in order to get key figures is a good basis for process optimizations and marketing purposes.

The **Shop Floor Control** includes the customer relationship management system with machine history, coupled with a graphic resource planning and the invoicing. The introduction of this system put an end to the previous paper filing. One look at the monitor is now sufficient to get all information on the status of an appliance order. The Customer



Relationship Management provides all data related to the customer in a clear and compact way. The integrated machine history contains all information on previous orders, required spare parts or inquiries and problem solutions regarding the individual devices.

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