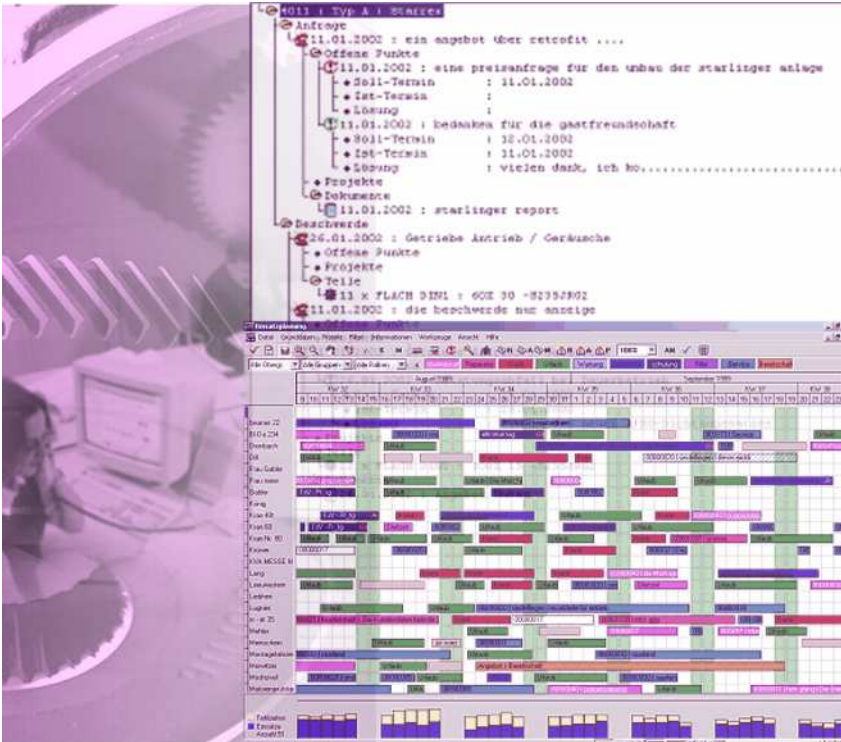


Service Management System



Service Management System (SMS) for support and optimization of industrial services

Over the last couple of years innovative achievements have been made by businesses regarding customer service on the industrial sector. As competition is growing the demand for service orientated offer arises.

As an old German proverb says: "The first machine is being sold by distribution – the ones to follow are being sold by the service of a company." This idea stresses the importance of a successful CRM strategy especially on when dealing with service.

The Service Management System SMS by **INNO SOFT** gives you the possibility to create an effective and efficient service for your customers. The modularity of the programme allows you a gradual and therefore economically reasonable implementation.

Functions of the SMS include

- customer management
- planned order or project
- resource controlling
- fieldwork
- invoicing
- store management
- history chart of product, e.g. machinery
- integration of CRM and ERP.

- Increase of the competence of solution finding within the service field due to a shared base of knowledge and improved reaction time
- Fulfillment of the customer and business requirements
- Planning, delegating & controlling of the workflow of service
- Customer binding due to customer satisfaction
- Creation of an easily manageable complaint system / reporting system
- History chart of machinery (i.e.products) / information management

Service Management System



CRM

Customer management is the main module of the Service Management System. All incoming processes, e.g. enquiries, reports of technical disruption or orders will be received by the CRM. The information will be transferred to the responsible departments via an integrated workflow. A structured history chart of the machinery and/or the customer can be looked at by the official in charge. This will guarantee you sound consultation when dealing with your client even at first contact. All processes that have not been finished will be displayed in the escalation management section. Delays will be indicated in the colour red.

Delegation Planning

Services of different companies are as diverse as the nature of enterprise itself. These individual needs are being met in the flexible concept of the delegation planning section. You are able to manage the following assignments with the SMS Delegation Planning:

- graphical disposition of service/installation
- planning of dates, capacities, costs
- maintenance and inspection
- data interchange with employees on external duty

Mobile Fieldwork / External Duty

With the aid of the "mobile fieldwork" tool sales representatives and service staff can enter their orders and check offers and reports. The employees can also use this tool for confirming dates of their orders.

Confirmation of times and dates, service parts, costs and reports serves the quick processing of a case concerning the delegation planning, statistics and invoicing.

Invoice Processing

The invoice processing module calculates the time of work spent on external duty. The calculation is based on all the data gathered during this action, e.g. expenses, material used, actual hours of work etc. A handy gadget is the function "preview invoice" where you can take a detailed look at all the data and change it if necessary before the actual invoice will be completed.

Project Management

With the SMS Project Management you can structure complex orders. Whilst individual processes can be linked dependances such as the relation between start and finish will also be considered.

An overall view of the projects helps you with human resource planning and with schedules (esp. deadlines) of long term building sites or installations.

Those employees who are each in charge of different installations are being given starting-points for their period of work. Hence they are able to get in contact with precedingly working parties or authorities and remind them of a completion in time.

Order Online

Today for a 24/7 service it is inevitable to offer a part of the service online. The worldwide sales of service parts or the report of technical faults can be done by an "online order system", a component of the Service Management System. This online order system guarantees you permanent updates, as the data is linked with the SMS.

Other Modules

Integrated additional modules such as

- Helpdesk
- Reporting
- Statistics
- Management of material
- GeoMap

supplement the product range.

System Requirements:

Operating systems:	Windows 2000 / XP
Main memory:	256 MB 512 MB (for Win XP)
Hard disc:	250 MB for programme, database depends on size
Database:	MS-SQL Server / MSDE Oracle IBM DB2 or IBM DB400

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