

Service Management System



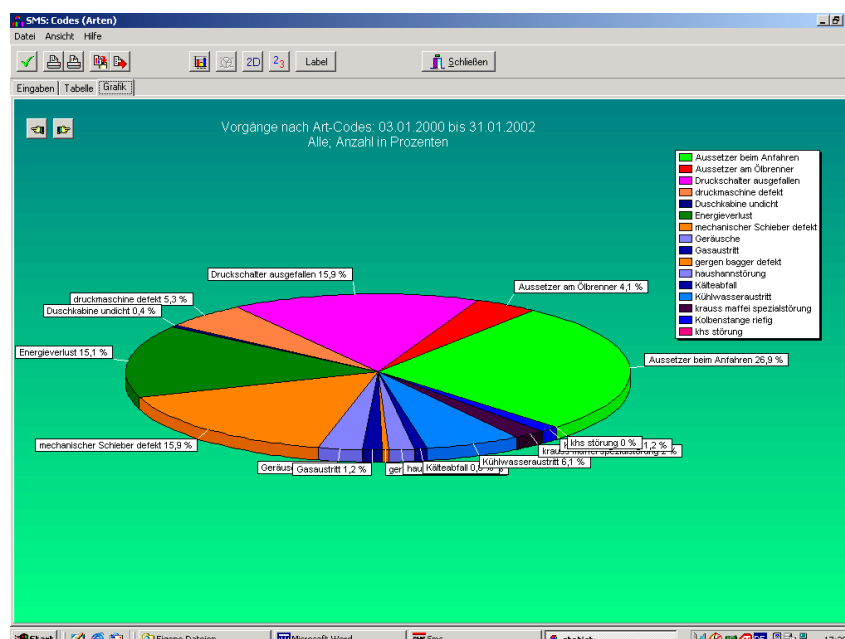
Statistics

Functions

- Graphical and tabular representation of all entered data
- Comparison of planned and actual sales, contribution margins, response times, repair times etc.
- Fault analyses, filtered according to time period, country, machine, project or customer
- Referencing of faults to their causes, locations or solutions
- Transmission of the data for further processing, e.g. to MS Excel
- Evaluation according to occupation and occupancy rate of various groups of employees

Benefits

- Early recognition of trends
- Evaluation of the service data independent from EDP department
- Decision support through previous values
- Argumentation aid through visually prepared (i.e. ready for presentation) diagrams
- Development of an internal benchmarking
- Basis to define objectives

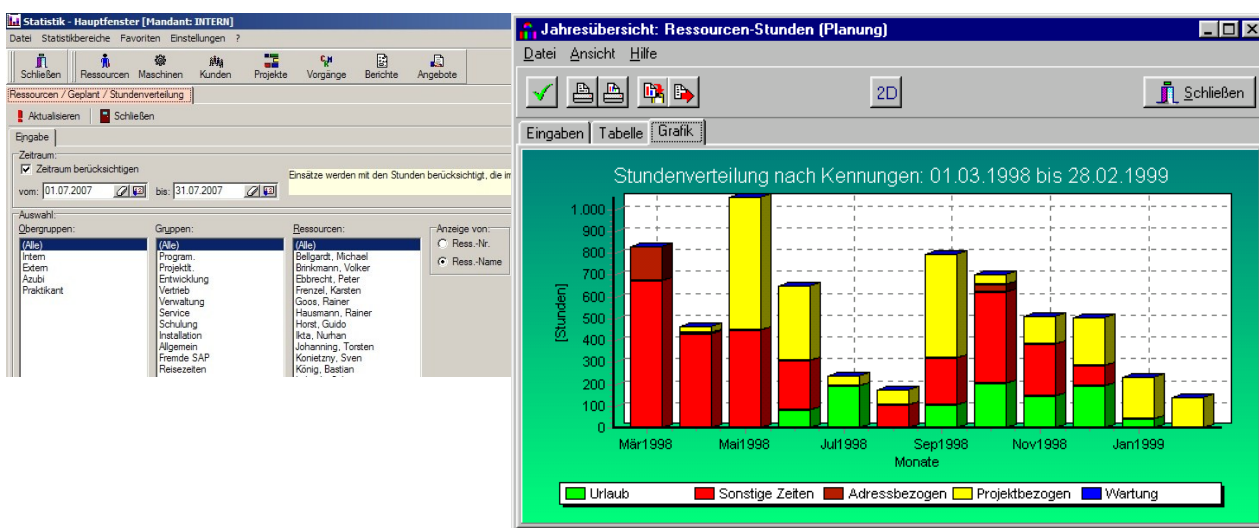


Statistics

One substantial advantage of the electronic data processing is the filing and evaluation of large quantities of data. Of course, this also applies to the PC supported Sales and Service Management System (SMS). All acquired data can be stored, sorted, concentrated and interconnected. As a result time series can be formed as bases for key figures, in order to get information about the profitability of completed sites or the productivity of employees. Likewise you can evaluate your customer service in relation to the service of other enterprises by comparing your own key figures with the VDMA key figures. Only empirically determined figures provide a verified basis for your future planning and – if necessary – an argumentation aid for discussions with the corporation management, customers or the works committee. The determined or calculated data can be called up in tabular or graphical form. You can either select from the provided statistics or make your own evaluations by means of the data export to MS Excel:

- Resources [type of assignment / international assignments / utilization / duration of assignment / expenses / allocation of hours]
- Machines [type of assignment / works / spare parts / faults]
- Customers [type of assignment / expenses / allocation of hours / turnover]
- Projects [type of assignment / expenses / allocation of hours / turnover / variance analysis]
- Faults [frequency / relation to location, cause and solution]
- Proposals [proportion of proposals / turnover / customers / region]

The statistics can be provided for any period. Some of the statistics include an annual statement. Due to the possibilities of filtering all data or partitions can be evaluated and individual resources, customers, machines or faults can also be analysed. Frequently used statistics can be deposited as favourites.



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