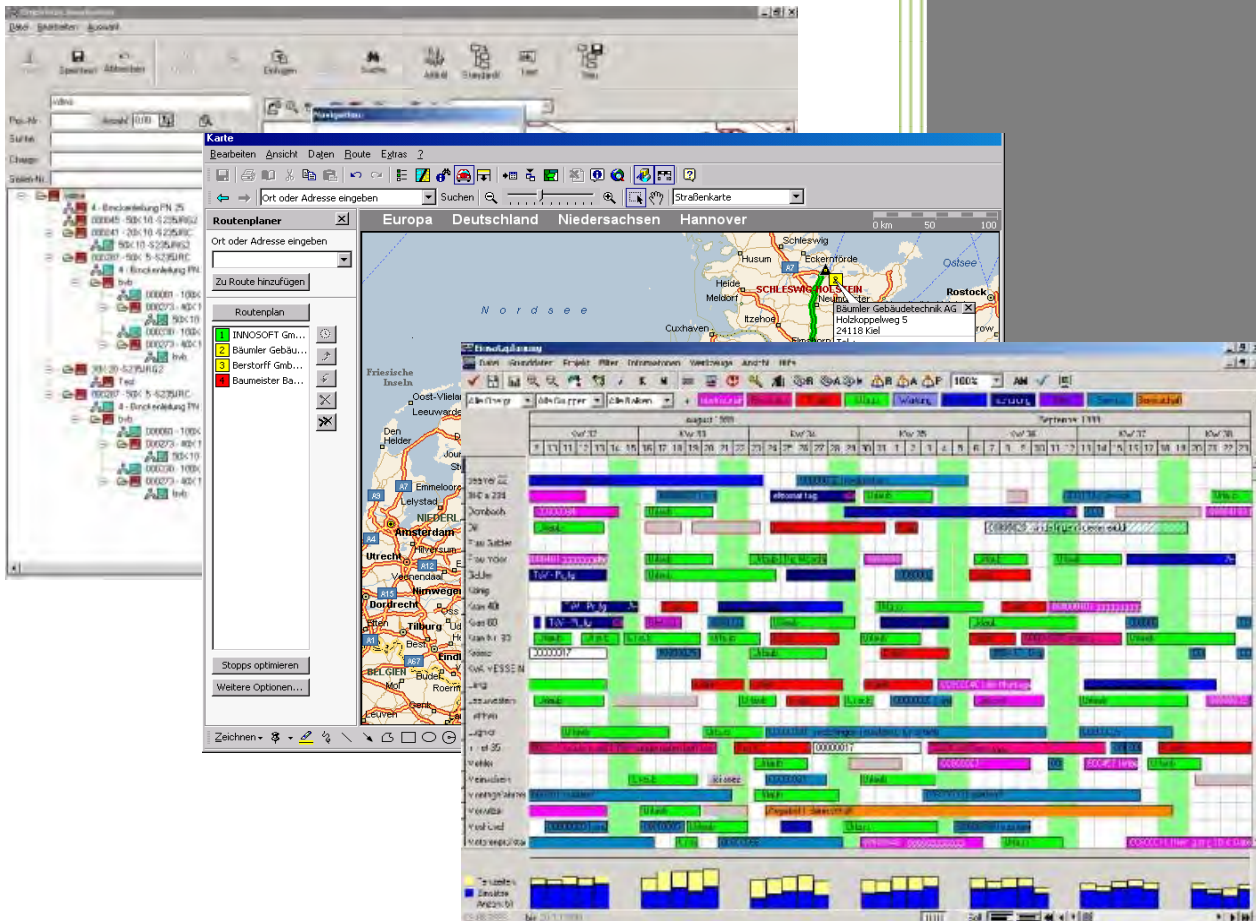


- Service Management
- Mobile Service
- Shop Floor Control
- Maintenance



Solutions for the Service



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 ☎: +49 (0) 231 – 427 885 29

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Introduction

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INNOSOFT Service Management

The service management functionalities contribute decisively to the improvement of the operational service processes. They improve the information flow in the entire service process, from the fault acceptance to the detailed planning, execution and feedback of service assignments as well as to the invoicing on the basis of an efficient bid management.

Beyond that the software solution supplies extensive support during resource planning with consideration of the aspects of capacity and qualification as well as with the smooth integration of mobile service engineers.

The potential of the service management solution is rounded off by an efficient customer relationship management, the representation of a detailed customer and installation related service history as well as the flexible integration possibilities with already existing stock management systems, order systems and financial accounting systems.

By the use of the service management solution the operational performance efficiency even of large service organizations can be improved decisively.

What is special about the INNOSOFT solution?

The **INNOSOFT Service Management System** (SMS) is a practice-oriented solution, which has been developed by experienced former service employees. Therefore it is designed and specialized for service corporations and service departments of the machine and plant engineering sector.

As a standard software the **INNOSOFT SMS** has a particularly high cost effectiveness. The software has been developed out of practice and is permanently being developed further, with customer requirements being integrated into the standard. Due to the modular structure of the service management system it is possible to start with a single module and develop it step by step to a complete system if necessary.

Since 1996 the **INNOSOFT** GmbH develops software solutions for the simplification of operational sequences from the internal order processing to the customer service. With more than 250 customers predominantly from the sectors service and machine and plant engineering we rank among to the leading enterprises in this area.

Integration into an ERP environment

The standard module **INNOSOFT Exchange** is available for the integration into an existing ERP system environment such as SAP ERP, Baan, PSIpenta or proALPHA. Via customizing the module can be adapted to the individual characteristics of the ERP system. Data is exchanged in both directions and double maintenance of master data can be avoided.

Sales (Bid Management)



Functions

- separate calculation of services and spare parts/parts lists
- individual bid forms in MS Word or as a report
- portable onto various database systems
- administration of versions
- warning signal as soon as offered price falls below production costs
- client-server-surrounding and connection with the mobile field service
- individual adaptation of the graphical user interface
- allocation of user-dependent rights of access
- calculation components

Benefits

- continuity, from bid creation to invoice processing
- integration of customer-specific parts lists
- evaluation and comparison possibilities
- calculation routines and individual calculation design
- machine and customer history

Bid calculation

Project plan creation

Bid printing

INNOFIDE GmbH - Semmerichstrasse 47-49 - 44141 Dortmund

INNOFIDE GmbH
ServiceManagementsysteme

Semmerichstrasse 47-49
44141 Dortmund

Angebot zur Einführung eines SMS

Angebot

Für Folgebogen bitte angeben!

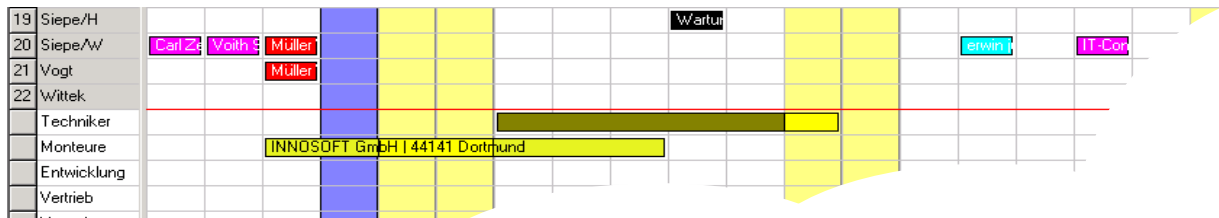
Beleg-Nr.: 20050050448 / 1
Datum: 19.04.2005
Kundennummer: 000001
Telefon: 0231 - 427 885 - 11
Fax-Nr: 0231 - 427 885-29
EMail: siege@innosofide
www.innosofide
Bearbeiter: Walter Siege

Pbs	Bezeichnung	Menge	Einheit	E-Preis €	G-Preis €
01	Einführung Servicemanagement-System				
	Stufe 1: Servicezentrale				
	Einsetzplanung incl. 6 Lizenzen	1	Stück	3.400,00	3.400,00
	GeoMap	3	Stück	510,00	1.530,00
	Angebotswesen incl. 3 Lizenzen	1	Stück	2.900,00	2.900,00
	Statistik incl. 3 Lizenzen	1	Stück	1.250,00	500,00
	Installation, Test und Einweisung	1	Tag	780,00	780,00

The bid management module is an integral part of the service management system, which guarantees a constant data transfer from a proposal and an order to the invoicing.

- bid positions can be structured freely
- administration of a proposal in more than just one version
- registration of predefined service positions and definition of project-related tasks
- material positions, incl. access to parts lists
- additional calculation of production costs
- reminder
- transfer of proposal data into an order form
- clear and easy pre-calculation of complex installations or service inquiries
- self-definable modules for individual offers
- surcharge or deduction on the bid positions
- different reports for detailed evaluations
- indication of other expenses (e.g. additional costs, supplementary equipment, etc.)
- compilation of an installation text out of freely definable standard texts
- article prices and seasonal prices can be indicated in different languages

After the transformation of the proposal into an order, the planned services will be adopted as assignment bars in the appropriate container of the resource planning.



Project Management



Functions

- project overview including e.g. planning of turnover, performance and capacity utilization
- structuring of complex projects into clear subprojects
- deposit of standard modules such as project procedures, construction units or products
- orders controlled by the company, from construction to service
- up-to-date overview of the order run and of the required capacity for each section
- graphical arrangement and modification of projects

Benefits

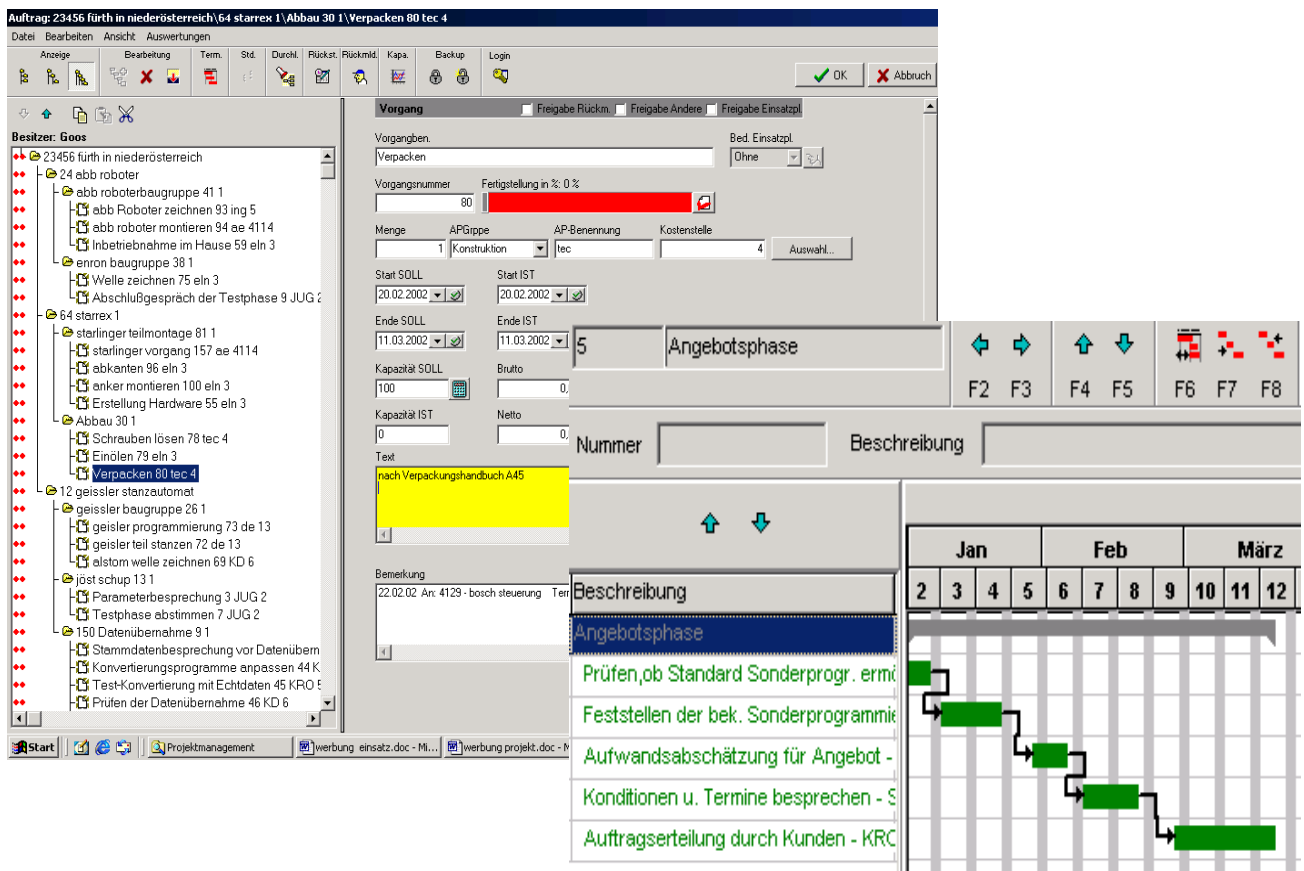
- continuity of all activities starting from bid creation to project management and resource planning
- early indication of shortages even at early stages
- standard evaluations such as annual planning, lists of backlog, overview of orders, shortages
- recognition of vacant and/or excessively demanded employments
- transfer to MS Excel or MS Project for further processing
- easy creation of the annual business plan

Auftragsnummer	Projektname	LAN	Lieferbedin	Projektbeginn	Projektlende	Kennung	Ende ist	Fertigstellung in %
510707	Erweiterung Wartung	DE		06.10.2006	07.10.2006	Projektlab.	13.10.2006	100 %
510936	Erweiterungen DGF Vorgänge	DE		22.06.2007	13.07.2007	Program.i.H.	12.07.2007 17:00	100 %
510694	Adressenpflegen separat	DE		01.08.2006	09.08.2006	Projektlab.	08.11.2006 17:00	100 %
510740	BDE-Rückmeldung	DE		27.11.2006	12.01.2006	Entwicklung	07.12.2007 08:01	96 %
510916	Anpassungen Servicemanagementsystem	DE		24.05.2007	18.06.2007	Program.i.H.	17.07.2007 17:00	92 %
510607	Umstellung SAP-Schnittstelle BC->RFC	DE		30.05.2006	17.05.2006	Projektlab.	17.05.2006 17:00	84 %
510518	Erweiterung Einsatzplanung	DE		20.02.2006	21.02.2006	Program.i.H.	06.03.2006 17:30	75 %
510579	SAP Schnittstelle	DE		12.05.2006	14.07.2006	Program.i.H.	12.07.2007 17:00	70 %
510650	Rückmeldung und Citrix	DE		17.07.2006	06.10.2006	Program.i.H.	25.10.2006	63 %
510938	Wartungsvertrag	DE		26.02.2007	01.01.2099	Wartung	26.02.2007 17:00	62 %
510509	KSB MAS Release 2	DE		27.02.2006	28.04.2006	Projekt	28.04.2006 23:59	58 %
510699	SMS Einführung in Festpreisblöcken	DE		28.09.2006	10.01.2004	Projektlab.	12.06.2007 17:00	57 %
510622	Projekterweiterung	DE	EXW	20.06.2006	31.10.2006	Program.i.H.	27.12.2006 17:00	52 %
510253	Intern zur Verrechnung / Laufende Kosten	DE		03.05.2005	04.05.2005	Entwicklung	02.05.2005 17:30	50 %
510193	Erweiterung SMS	DE		18.03.2005	03.10.2005	Program.i.H.	26.08.2005 17:30	48 %
510306	Einsatzplanung Eisenmann	DE		13.07.2005	30.11.2005	Projekt	10.01.2006 17:00	45 %
510698	Wartungsvertrag	DE		26.09.2006	27.09.2006	Wartung	09.05.2007 17:00	43 %
510776	Webmanagemenkonsole	DE		15.12.2006	02.03.2007	Projektlab.	16.04.2007 17:00	39 %
510621	Interner Auftrag, siehe auch: 510226	DE		22.06.2006	14.07.2006	Program.i.H.	17.07.2006 17:30	38 %
510312	Service Belgien und Holland	BE	EXW	06.09.2005	30.12.2005	Program.i.H.	20.04.2007 17:00	34 %
003150PGS		DE		01.09.2006	01.12.2006	Projektlab.	31.12.2006 23:59	33 %
510613	Einführung Servicemanagement	DE		17.07.2006	05.10.2006	Program.i.H.	29.09.2006 17:30	9 %
428	PGS Servicemanagementsystem	D		23.06.2004	30.04.2005		29.04.2005	7 %
510686	Pilot	DE		11.09.2006	30.11.2006	Projektlab.	11.07.2007 17:00	4 %
510765	Software für CRM	DE	EXW	10.01.2007	30.04.2007	Projektlab.	10.08.2007 17:00	3 %
510733	Erweiterungen EVG	DE		13.12.2006	07.09.2006 17:00	Program.i.H.	07.09.2006 17:00	0 %
510767	SignaturPAD	DE		13.12.2006	29.08.2006 17:00	Lizenzen	29.08.2006 17:00	0 %
510768	test	DE		14.12.2006	15.12.2006 17:00	Lizenzen	15.12.2006 17:00	0 %
510770	ssssssssssssssssssss	DE		14.12.2006	15.12.2006 17:00	Lizenzen	15.12.2006 17:00	0 %
510771	SignaturPad	DE		14.12.2006	15.12.2006 17:00	Lizenzen	15.12.2006 17:00	0 %
510764	Erweiterung Kiask-Modus	DE		14.12.2006	07.12.2006 17:00	Program.i.H.	07.12.2006 17:00	0 %
510773	Neuer Auftrag	DE		14.12.2006	15.12.2006 17:00	Projektlab.	15.12.2006 17:00	0 %
510774	Wochenbericht Leserechte	DE		14.12.2006	15.12.2006 17:00	Projektlab.	15.12.2006 17:00	0 %
510700	SignaturPAD	DE		28.09.2006	29.08.2006 17:00	Lizenzen	29.08.2006 17:00	0 %

Order listing with indicator of completion

- Response time (actual hours) by scheduling possible
- Milestones can be included in the planning
- Deposit of documents at each level of the job compatible with the Innosoft Document Manager
- Assignment of material to operations. This is transmitted in the release of the scheduling with the scheduling. In addition to any workplace bills are assigned. The bill of material is then automatically assigned when you select the job to the task.
- several statistics, from controlling report on capacity surveys of individual work to complete utilization charts

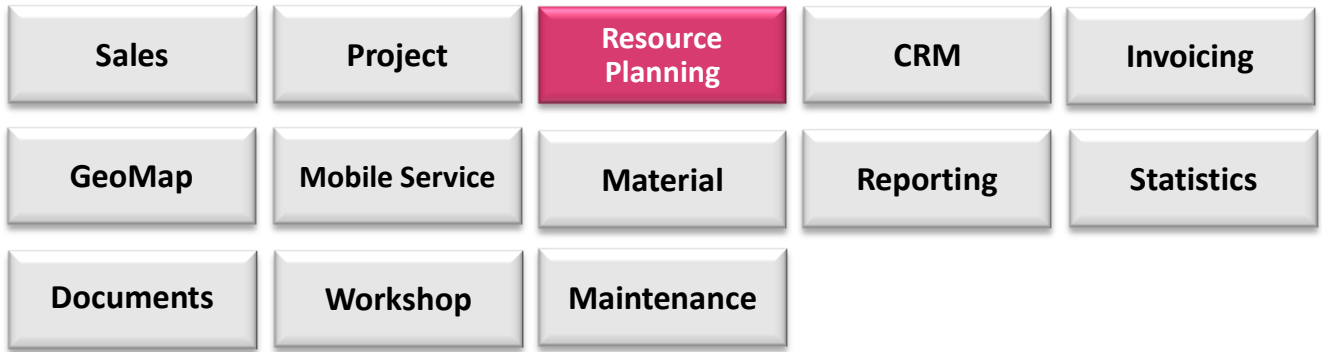
With the module **INNOSOFT Project Management** you are able to structure complex orders and link individual processes according to certain dependences such as start/finish relation.



An overview of the projects helps you when it comes to human resource planning and scheduling (i.e. deadlines) of long-term construction sites or installations. Those employees in charge of different installations are being given starting points for their period of work. Hence they are able to get in contact with preceding working employees and remind them of a completion in time.

Resources can be allocated to the individual processes. In order to work efficiently with those resources the allocation will be indicated as a resource bar in the resource planning. Such carefully planned construction sites or installations allow you to compare debit and credit, so early considerations regarding changes of plan are possible.

Resource Planning

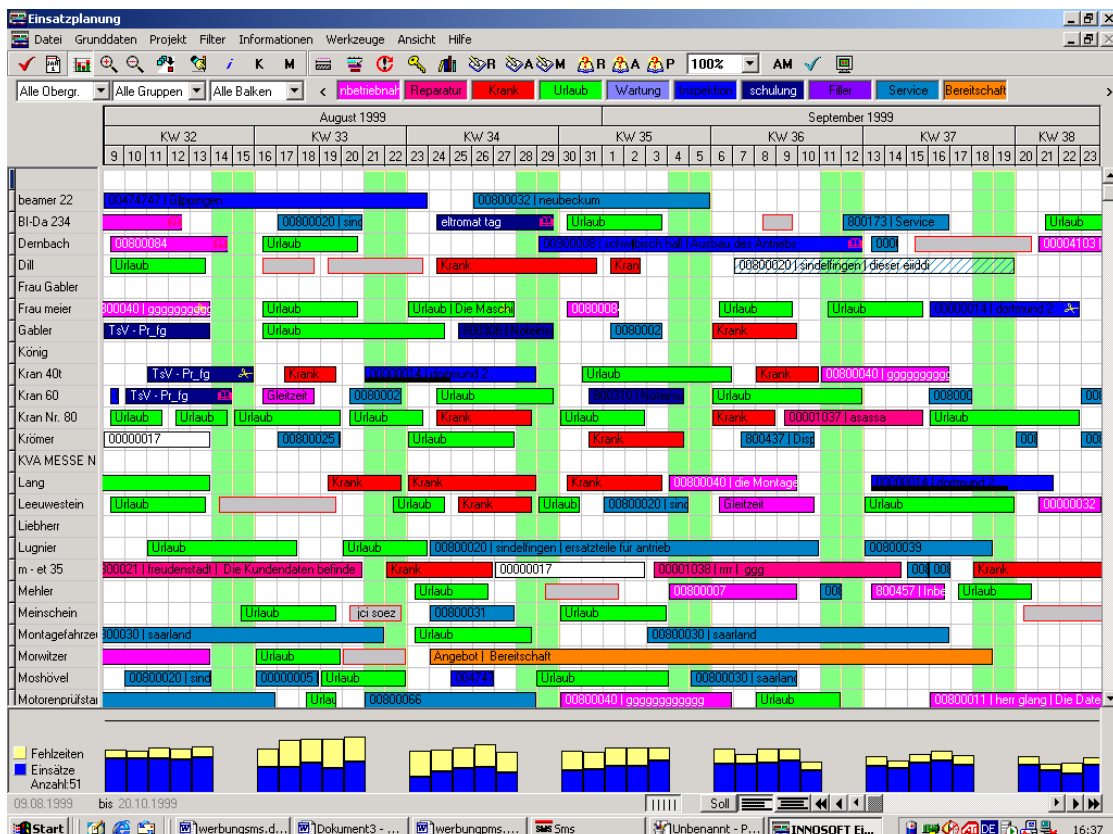


Functions

- date and capacity management
- maintenance contracts
- controlling of all scheduled and unscheduled service assignments
- automatic generation of installation documents
- comparison of the budgeted, planned and actual costs
- graphical arrangement of resources
- resource planning in the web

Benefits

- optimization of capacity utilization
- supervision of current projects
- linking of different factories, branches and field representatives
- recognition of available and overloaded workgroups
- all data relevant for service in one system
- periphery search for route optimization



The ***INNOSOFT Resource Planning*** is a comprehensive instrument for the planning and monitoring of projects, assignments and resources. The system produces a clear graphic indication of the human resources and machines availability plan, the tracking of accumulating costs, as well as the automatic production of assignment papers.

Resource data: The term “resource” describes all available employees as well as all available work material. All pieces of information are indicated in the system, e.g. passport number and the specialization of the technician.

Machine data: All machines installed at a customer are being administered by the system. As a result it is possible to see all already delivered machines in the address file. Information such as machine type, date of installation, date of warranty, order parts lists and other data can be registered.

Project and order data: Service assignments can be entered into the system by one simple mouse click. For extensive projects additional information can be deposited, such as target costs, employees in charge, machines, type of project and further customer- and projectspecific data.

Overview on assignments and capacity: Assignment data describe the allocation of a resource to a project or an order. All assignments are indicated graphically and can be modified as well. The assignment data can be seen in an “information window“.

Capacity utilization: The indicated capacity is related to the “filtered” resources. The capacity overview represents the difference between demand of capacity and actual inventory. In case of a postponed assignment the system will update those calculations automatically.

Simplification of administrative tasks: Many administrative tasks which occur on a regular basis are indicated in the program, including the graphical management of holidays as well as automatic print-outs of all important order and assignment papers.

Installation costs: The system indicates the budgeted, calculated and actual costs for service and installation as well as the whole proposal.

Maintenance: The integrated maintenance tool allows the deposit of customer-specific maintenance contracts with different maintenance intervals. The assignment bars are being automatically produced directly in the field of the employee in charge or in the group container. Therefore the required capacity will be considered and indicated in the utilization diagram.

Web Solution: The basic functions of the resource planning are also provided in the internet, using the data stock of the Innosoft SMS. A simple direct selection over the indicated time period is possible apart from various filter- and zoom functions.

Customer Relationship Management / CRM

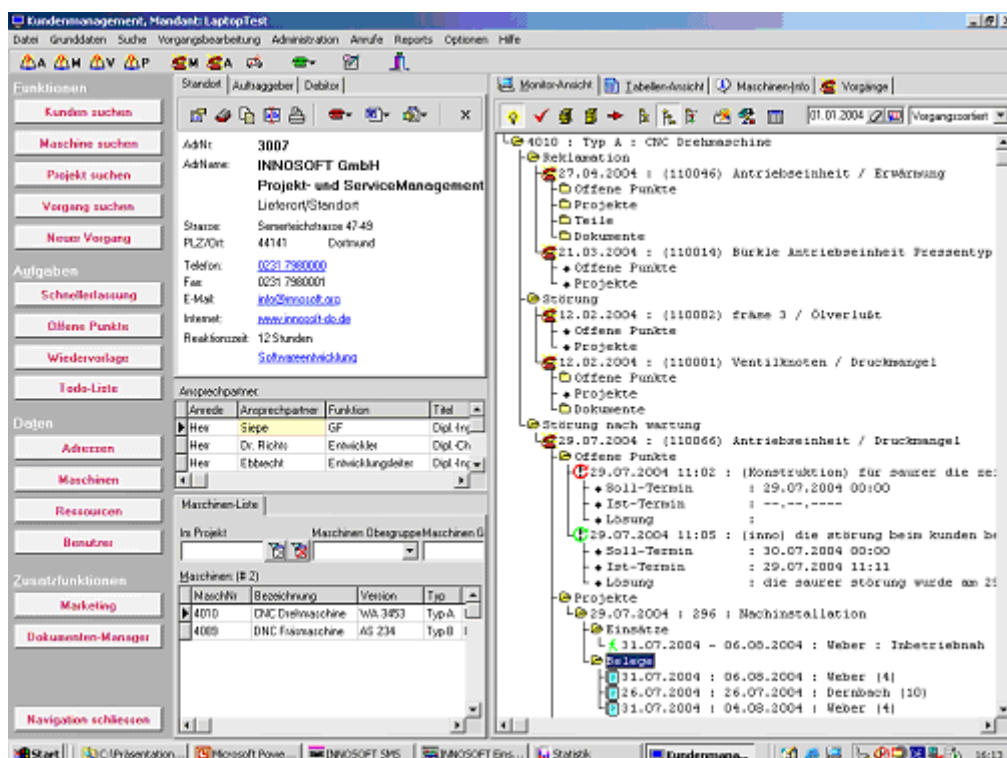


Functions

- overview of all procedures, assignments, vouchers, proposals, invoices, documents
- variable und preset workflow
- integration of all departments involved
- filing and allocation of documents and reports
- procedures, open points and to-do list
- reminder / duration of order processing
- CRM functions
- coding of faults with reference
- helpdesk function
- ticket system in the web

Benefits

- well informed dialog partner at customer calls
- information pool for sales and construction department
- analysis of technical faults
- possibility to use tele-service via coupling with a partner product
- machine and customer history



This program functions as the interface between the customer and the company. Incoming inquiries, technical faults or orders are received and processed until completion. Via the network the information (procedures) are forwarded to the departments in charge, e.g. materials management, construction department, sales and service department. Thus the basis for a sales talk or for a construction improvement can develop from a complaint when using an intelligent customer relationship management.

Customer/machine history: The editor can see all actions concerning a customer or a product when he receives a call.

He is able to gain a sufficient and quick overview and thus can present himself as a well informed conversation partner to the customer.

The program also provides the possibility to track an order of products or assembly groups since you can allocate not only the part number of articles but also the serial and batch number.

Hotline: Complaints are unpleasant not only for the customer but also for the service employee who has to deal with an angry customer. Considering that 75 % of the customers do not know who is responsible for dealing with their complaints, it is easy to understand how important it is for both sides to have a contact.

Integration: One precondition for a successful complaints processing is the integration into already existing distribution, construction or service processes. This way the program is being integrated into order processing as well as material management.

Documentation: All documents regarding the order or the fault, i.e. reports, forms, vouchers, proposals or letters are filed and allocated to the machines and procedures.

Workflow: The program is based on different steps. All reclamations that have not been solved with the first talk are being forwarded to experts of the specialized departments. The work steps already accomplished and the current processing status procedures for the triggered process are indicated.

Reminder: All procedures that have not been completed and all open points are indicated in the reminder. An exceeding of the date is marked in the colour red.

CRM functionality: From the registration of trade fair contacts and their evaluation via targeted serial mails to the campaign management.

Helpdesk function: The possibilities of independent fault search and fault repair relieves your call centre of minor cases. With this functionality the employee is able to support the customer more easily. By the statistic evaluation the occurring faults and their removal can be made visible more easily and possibly even be removed in the construction phase.

Serial fault: If a serial fault is recognised a procedure (ticket) for all concerning products can be produced automatically.

Ticket system in the web: Over a browser based application customers can register faults online directly in the system and can recall the current processing status while doing so. The affected machine can be selected already during the creation of a new ticket.

Invoicing

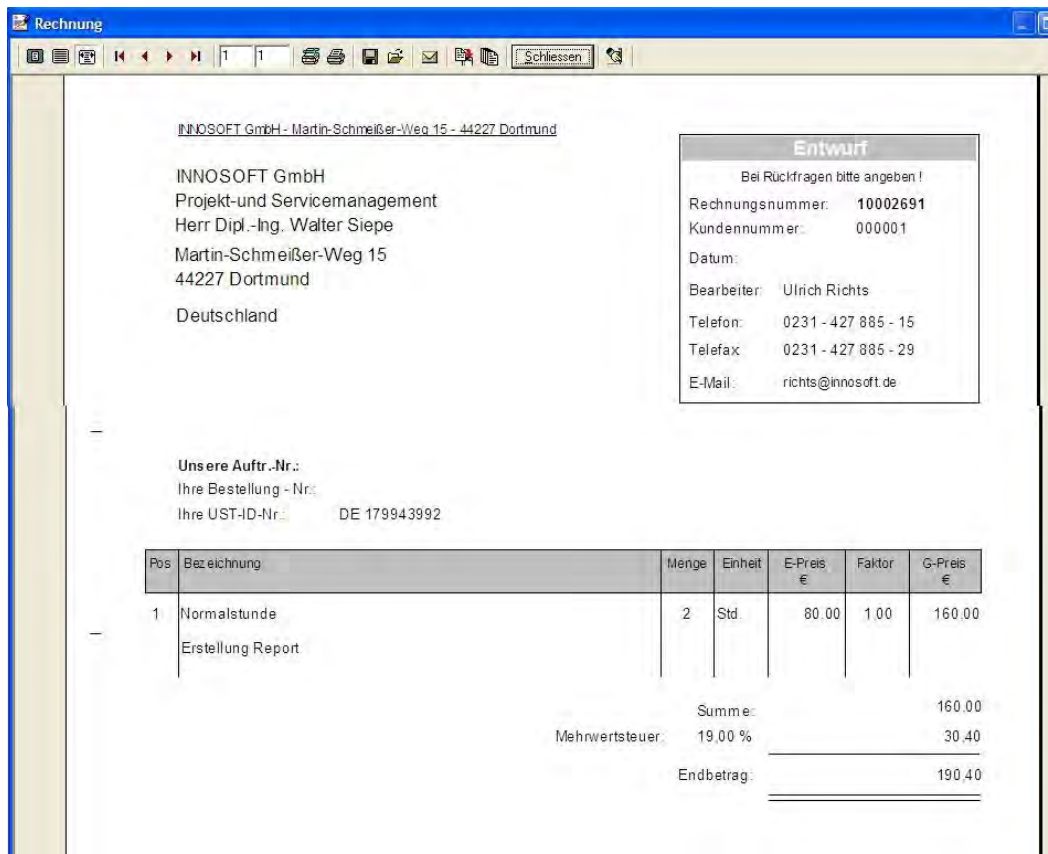


Functions

- automatic and customer-dependent calculation
- deposit of customized agreements
- access on separate price lists for spare parts and services
- break-even analysis
- pseudo invoice
- automatic computation with the option of manual editing

Benefits

- direct accounting, alternatively after placing of order or after voucher registration
- independence of the service department
- continual overview of current and completed projects
- indication of all vouchers, invoices or credit notes in the machine history
- statistics about turnover or contribution margins on push of a button
- Project Resource CRM Invoicing



Performed services, which have not been invoiced, mean an unnecessary capital commitment. The invoicing of accounts receivable often requires temporal expenditure and additional costs. At this important point of the operational order run the **INNOSOFT Invoicing** sets in. It supports the fast and simple invoicing of implemented services and consumption of material.

The billing uses the existing ordinary and order data and allows fast access to the billing.

Various account types are possible:

1. Project accounting:

The project accounting refers to a project, in which the documents are billed to a project. In this case can be made between "fixed price" and "after expenses".

2. Collective invoice:

In the collective invoice, several projects are combined into one invoice. They require the same customer.

3. Sales order accounting:

In the sales order invoice the items are invoiced 1:1 from the offer.

4. Maintenance contract invoice:

Invoice proposals are generated automatically according to the maintenance contracts.

5. Adhoc invoice:

It is always possible to create an invoice to an address, an order or a project.

Assignment: To distinguish the different types of costs **INNOSOFT Invoicing** offers the possibility of services covered by different criteria, such as To distinguish product type, free key, installation period, assembly, and a description of the work. This option allows the division to produce detailed invoices and also offers a good overview of the cost factor and the remaining open items.

Special conditions: The administration of an almost unlimited number of different price lists, it is possible to invoice after your general price list or to one who agreed with the customer price list. There are separate price lists for both the services and for the material.

Breakeven analysis: By assigning the input data can define different profit margins, relating to the invoicing month, the project, groups of employees or job type.

Flexibility: Freely definable invoice forms, the automatic multilingual invoicing, the handling of special conditions as well as a pseudo invoicing add to the versatile possibilities. Via standard interfaces the produced vouchers are transferred to the financial accounting

GeoMap

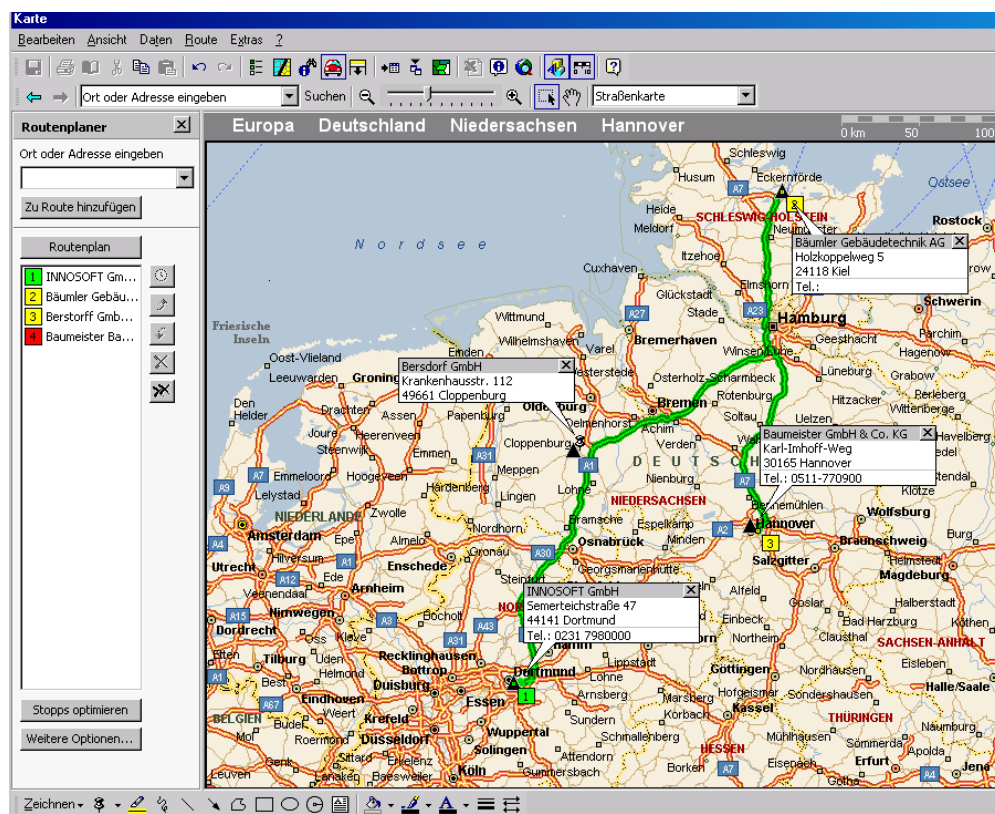


Functions

- search for customers (according to location, address type, etc.), machines (according to machine type, date of installation, invalidation of guarantee, etc.), maintenance contracts (according to period of time, duration, customer, etc.), resources (according to specialists main group, group, place of residence, etc.)
- clear indication of search results in the map
- route planning and optimization
- forwarding of the route to the technician via e-mail
- free subdivision of the map into sales areas
- indication of turnover, number of failures per distribution area, etc.

Benefits

- overview of technicians' assignments at any time
- ideal planning of resources (which technician is nearby?)
- overview of all maintenance contracts, location of machines, etc.
- overview of sales data (which distribution area is behind target?)
- any planning of routing (from technician's residence via customer to the company)



INNOSOFT GeoMap is a convenient solution that offers a clear geographical display of the locations of your machinery, customers and resources. This system allows the ideal planning of field representatives. By registration of the locations you see at first sight which employee is near a particular machine. With GeoMap you can easily allocate the driving route with the greatest saving of time and costs to this employee.

Address search: The system allows the search for and indication of general addresses (e.g. hotels). GeoMap even works with incomplete information and sorts the data according to probability.

Company data: Addresses entered via **INNOSOFT** modules can be searched for and indicated and/or integrated into the route planning. It is possible to filter the search results by various criteria such as machine type, duration of assignment, specialists for particular areas, etc. The following search criteria can be chosen:

- customer addresses
- postal code areas
- location of machinery
- search for customers with maintenance contracts
- search for resources (employees or similar)
- place of work for field representatives and service workers

Route planning: Each address can either be only indicated or also used for the route planning. When for example you are planning a route starting at the residence of a field representative via customer A and machine B to your company headquarters, then GeoMap allows you to do this with just a few clicks on your mouse. Afterwards the route can be optimized according to the best saving of time and costs.

This route can be sent from GeoMap directly via e-mail to the mobile field service representative. As an alternative the map can also be saved as a picture, the route as a text file, or both together as a website.

Sales territories: The maps can be divided into (distribution) areas. Combined with particular data such as turnover per sales territory you can easily see which distribution areas are more profitable and which are less profitable. Sales developments for a certain period of time, e.g. the last four months, can be indicated as well.

GPS support: For better orientation the mobile field service representatives can check their current position with GPS while travelling. By means of the GPS data the head office is able to trace the position of the employee and schedule new assignments at short notice if necessary.

Integration: The geographical display can be called up from various functions of the Service Management System. If e.g. a fault location has been reported, then the next and nearest service technician can be indicated via the periphery search in the resource planning.

Mobile Field Service



Functions

- integration in the EDP supported order processing
- transfer and creation of service orders from the resource planning and creation of new service orders
- decentralised scheduling of one or more resources and/or whole branch offices
- internal and external report system
- soon feedback of accomplished works
- supply of the required customer and plant information on the spot
- digital signature

Benefits

- direct allocation of the assignments from resource planning to the technician
- plausibility check and input support, e.g. by pre-defined answer catalogues
- faster invoicing as well as reduction of the order processing time
- integration of several factories, branch offices and mobile field service representatives
- service reports are standardized and ready for evaluation
- support for the technician, e.g. replacement parts catalogue, reports or machinery history
- technicians can receive and send current information always and everywhere
- avoidance of repeated registration of paper vouchers by service technicians and managing clerks



Possibilities of Mobile Connectivity

1. Notebook Solution



The **INNO***SOFT* Notebook Solution for the Mobile Field Service is the most comprehensive of the three solutions. A Windows application is installed on the notebook of the service technician. With this application and an existing VPN connection the service technicians are able to get their assignments fast and simple from the headquarters and process them later offline. After work is finished the feedbacks are created with help of the digital forms, which can contain also cash expenses, technical reports, consumed spare parts or travel costs apart from the technicians working times. The notebook can be

adjusted in a way that it either provides only the assignments and feedbacks of one particular technician for processing, or for groups of technicians, who work together.

The Notebook Solution is, just as the **INNO***SOFT Resource Planning*, designed according to the model of a planning chart. Thus it is easily to be handled by drag and drop. On the notebook a SQL database is used for the saving of the data. The synchronisation with the central database is done with help of a data exchange module via VPN. During a data exchange all data, which are required for the processing of an order, are sent to the notebook of the technician. This includes – apart from the customer address and the plants at the site – also assignment documents, such as e.g. safety regulations at the customer, electrical circuit diagrams and many more.

Compared to the Web Solution the Notebook Solution offers the advantage that it is an offline application, i.e. no internet connection is needed to be able to work. Since the application does not run in a browser window, but as an independent Windows application, the Notebook Solution offers more operator convenience for the user.

Compared to the PDA Solution the advantages are the big screen, on which also extensive forms can be represented, and more computing performance, which also allows the handling of very large data quantities.

Reisekostenabrechnung									
Pers. Nr. 9999		Beleg Nr. 0500059		Reisegrund / Travel purpose					
Personnel No.				[X] Nachtgehabtes Quartier					
Vorname Test		Pauschale Erstattung		Reisezielort / Travel destination					
Christian Name		All inclusive reimbursement		From:					
Name Test		<input checked="" type="checkbox"/> Verpflegung							
Kostenstellen Cost center		<input checked="" type="checkbox"/> Unterkunft							
Bemerkungen									
Reiseeckdaten (F5)									
Schritt	Datum	Uhrzeit	Land/Region						
Reisebeginn	26.09.2005	18:00	Deutschland						
Grenzübertritt	27.09.2005	14:00	Österreich						
Grenzübertritt	29.09.2005	16:00	Italien						
Reiseende	01.10.2005	04:00	Deutschland						
Reisetage (F6)									
Abzüge									
Tag	Datum	Ort	Kunde	Frühst.	Mittag	Mi. Mont.	Abend	Ab. Mont.	Nacht zum
Mo	26.09.2005		Mustermann AG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Di	27.09.2005		Mustermann AG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mi	28.09.2005		Mustermann AG	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do	29.09.2005		Affredo Maschina	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fr	30.09.2005		Affredo Maschina	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sa	01.10.2005		Mustermann AG	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Legende: Mi. Mont. = Mittag Montage Abend = Abendessen Ab. Mont. = Abendessen Montage									
Barauslagen (F7) Barauslagen Legende aufrufen 'Strg + B' Summe Barauslagen: 95,23									
Nr.	Art	Bezeichnung	Betrag	Währung	Kurs	EUR Betrag	Datum	Anzahl	Bemerk.
1	HOTL	Hotel Übernachtung (Ausland)	25	EUR	1	25	27.09.2005	1	
2	BEWG	Bewegung Gäste	25,13	EUR	1	25,13	29.09.2005	1	
3	ARZI	Arzt/Impfe ohne Versicherung	45,1	EUR	1	45,1	29.09.2005	1	
Eigener PKW (F8) Summe Wegstrecke Km: 341									
Datum	km gefahren	Mitfahreranzahl	Mitfahrernamen	Art	Anfangsort				
26.09.2005	15	1	Heinz	PKW/km steuerfrei	Darmstadt				
27.09.2005	150	1	Heinz	PKW/km steuerfrei	München				
29.09.2005	170	1	Heinz	PKW/km steuerfrei	Wien				
<input type="checkbox"/> Datumsfeld nicht gefüllt <input type="checkbox"/> Sondereingaben nicht gefüllt <input type="checkbox"/> Bemerkungsfeld nicht gefüllt									

Possibilities of Mobile Connectivity

2. PDA Solution

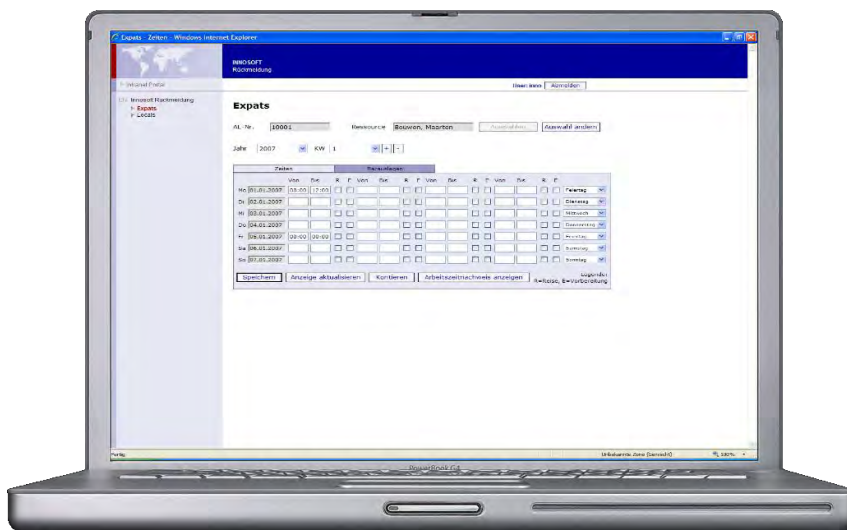
The screenshot shows the INNOSOFT PDA application interface. At the top, there is a red header with the INNOSOFT logo and a '100%' progress indicator. Below the header, the main title is 'Rückmeldung'. Underneath, there is a section for 'Auftrag' (Order) with the text 'GE-BURGSTET-L09-TR ZST' and a blue 'Auswählen' button. The next section is 'Startzeit' (Start Time) with the value '24.07.2008 12:10'. Below that is 'Endzeit' (End Time) with the text '<wird automatisch gesetzt>'. At the bottom, there are several buttons: 'Zeiterfassung' (Time Recording), 'Kodierung' (Coding), 'Unterschrift' (Signature), 'Zurück' (Back), and 'Speichern' (Save).

The PDA Solution for the Mobile Field Service is an interactive reporting back of hours. The service technician can navigate through the application via simple operation of the touch screen. The times are being registered through stamping similar to a time clock. Furthermore, after work is completed the technician can fill in a predefined report, where he is supported during the input by answer catalogues. The report can be signed by the customer. After the report has been signed by the customer and a successful synchronisation with the headquarters has been accomplished, a confirmation can be sent to the customer via fax or e-mail. Thus the customer directly receives an overview of the accomplished activities without the necessity of the technician to have a printer. The synchronisation with the head office is triggered simply by a push of a button by the technician. New orders are being received from the head office during a synchronisation and the feedbacks are being sent back. If a software update

is available in the head office, then this is being loaded down and installed automatically.

The PDA Solution is characterised by the immediate readiness of application of the PDA and the simple operation with the help of the touch screens. Since the technician is forced by the time stamp procedure to provide its feedbacks directly, these are very fast available for the subsequent processing in the head office.

3. Web Solution



The Web Solution for the Mobile Field Service can be called up from a regular browser as the MS Internet Explorer or Mozilla Firefox. No additional software has to be installed on the clients. This enables technicians without a notebook, e.g. to register the feedbacks at home or from a web terminal in a hotel.

This results in the advantage, that no software updates for clients are necessary. Updates are only installed in the head office, which reduces the administrative expenditure significantly. A synchronisation of the data is not necessary either, since it is being accessed directly on data stock of the head office. Thus problems due to out-of-date data cannot arise.

Material Management

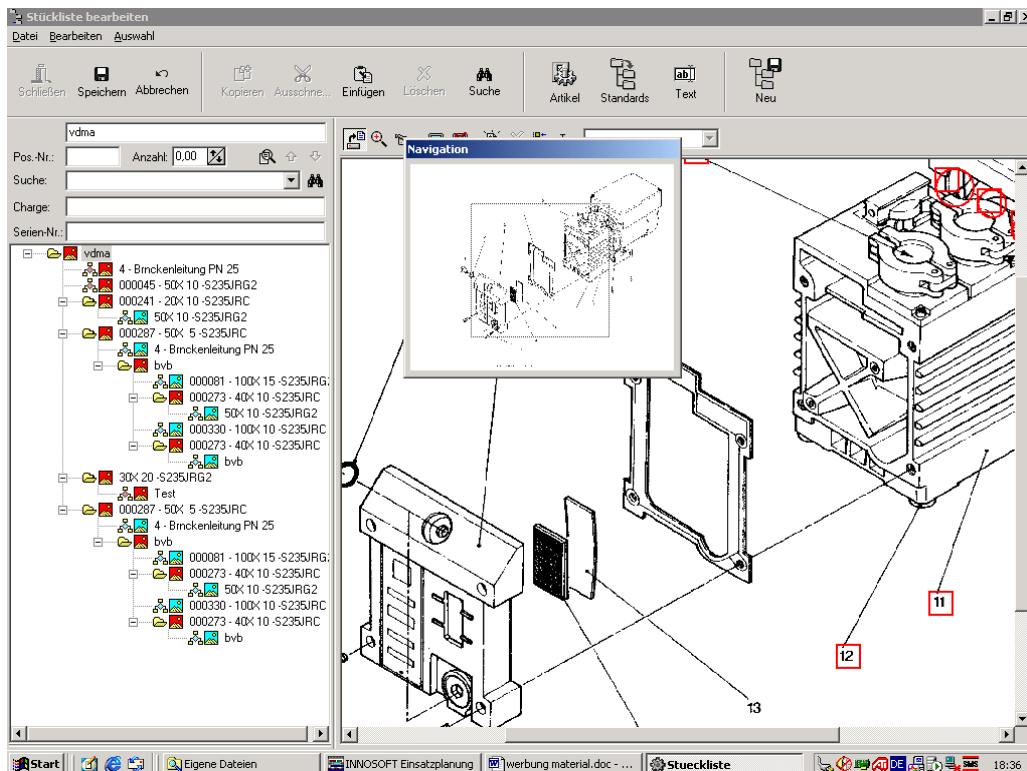


Functions

- creation of assembly and order parts lists
- management of several stock locations, even mobile stocks
- creation of an article history
- assignment of pictures or guidance to individual articles and/or assembly groups
- order management
- incoming goods / outgoing goods
- inventory

Benefits

- access to order parts lists in the bid management
- error pursuit on article by allocation of parts-, batch- and serial number
- linking of parts list and drawing
- creation of electronic spare parts catalogues
- current stock-on-hand overview for resource planning or order placing



Article and parts list management: Registration of all article data with creation of different price lists including price progressive rate and assignment of different suppliers. The articles can be combined and sorted into groups, and the integrated search function allows a fast finding of individual articles. Specified price scales – arrangements according to quantity and calendar date – for purchase and selling prices can be created for each article. In addition, data of different suppliers with associated price scales are registered.

In order to create a history chart batch and charge numbers can be assigned to the articles and building groups. This guarantees a clear identification.

Electronic parts catalogue: With the aid of the electronic parts catalogue several articles and assembly groups – with graphical support by detailed pictures of all components – can be combined into one parts list. It is possible to store one or more diagrams for each parts list and individual parts can be directly connected to the diagram.

Warehouse management: The entire stock can be subdivided into different stores, which again consist of different storage facilities. Beside the location of the stock the grounds are also marked by the geometrical dimensions and/or a definite allocation of articles. As the stock also the mobile stock of the field representatives can be managed.

In the incoming goods the delivered articles and assembly groups are registered and booked. The program differentiates between the incoming material, e.g. an order, a complaint or a loan item. Rejected goods or building groups are being sent with complaint reports to the workshop control.

In the outgoing goods all bookings which are necessary for stock movement and billing are made and the delivery notes are printed. In the case of falling below the minimum stock level the system automatically produces an order list and sends – after approval by the administrator – the necessary order documents to the suppliers.

Interface to the order data: Each parts list can be assigned directly to one or more orders. This allocation allows reservations of individual parts or complete assembly groups directly from the appropriate diagram or the article list. The reserved parts are registered directly by the order management.

Reporting and Report Generator

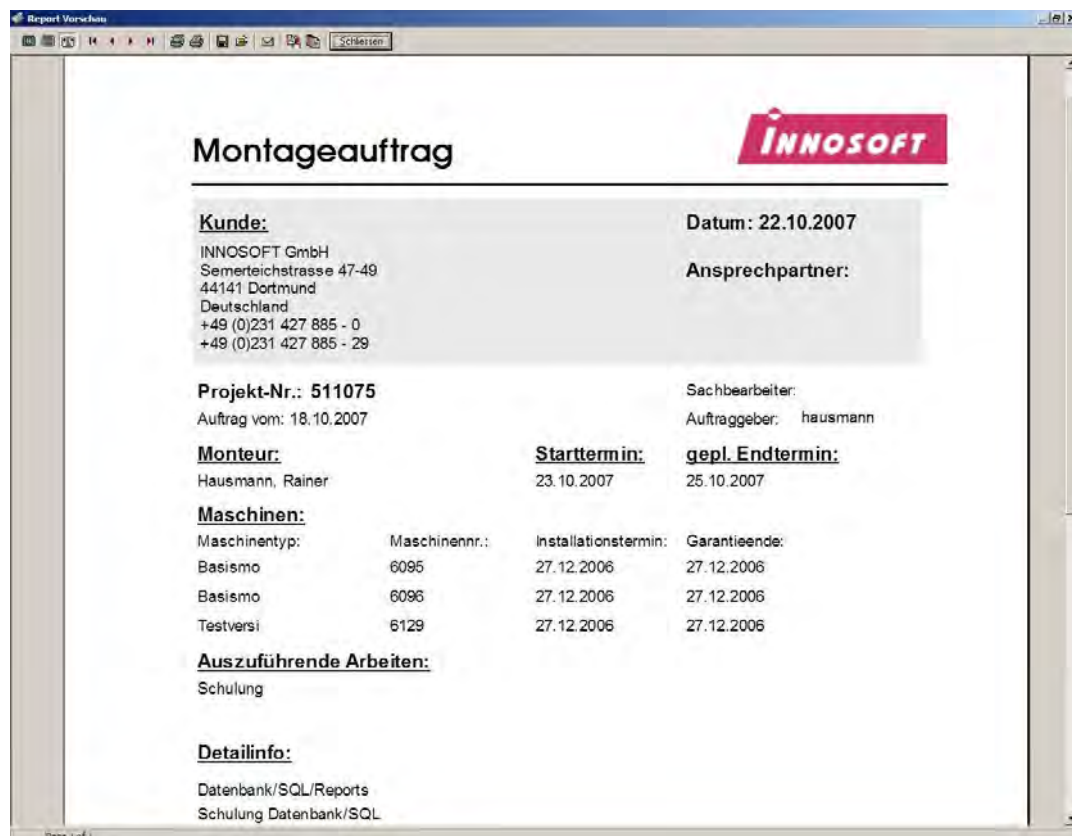


Functions

- report generator and dynamic report creation
- form design for proposal, invoice, order confirmation or assembly report generation from
- analysis through database inquiries
- structured report forms ready for evaluation
- full-text search

Benefits

- automatic generation of required forms and reports
- correct and complete data input by default of the input fields
- simple report creation by clicking the selection fields
- omission of the sets of forms
- integration of the reports into the machine and plant history



Service reports are written in various ways in the field service. Those reports contain important information for your enterprise. Especially in international assignments the service engineer often is the only contact for the customer. Thus the service engineer can provide the best information on investment projects and on competitor's products.

Analyses have shown that successful enterprises mainly derive their innovations from the analyses of the problems and requirements of their customers. Because of that service reports offer valuable suggestions also to the sales and construction departments when it comes to product innovations.

Most enterprises use different reporting systems in their offices. However, these systems hardly show any effects, if photocopies are made, distributed, and filed afterwards. Reports have to be in a database because this is the only way evaluations and information can be provided at any time.

In order to be able to compare reports the service engineers need guidelines with a clear structure. These guidelines specify which information is important for the service management. To avoid unnecessary spelling complications all terms should be standardized, so the technicians only need to tick boxes.


The report generator allows statistic evaluations and provides independence from predefined forms for the user.

All forms or reports requested by the customer can be called up from each program. Forms are e.g. assembly or service orders, acceptance/maintenance reports or order confirmations. Evaluations can be tool lists, monthly international assignments, cost or sales analyses.

Service Report

Location Etten-Leur
 Location Rotterdam
 Location Zaventem
 Ticket No: 250

Tel. +31 (0) 76 5086200
 Tel. +31 (0) 10 4078911
 Tel. +32 (0) 2 7186511
 Fax. +31 (0) 76 5086290
 Fax. +31 (0) 10 4078299
 Fax. +32 (0) 2 7186863



Projekt- und Servicemanagementsysteme

ABB SAP number:	ABB SMS number: 453	Date customer: 02.08.2007	Customer reference:																																				
Order date: 02.08.2007	Time: 10:43:46	Contact person: Zelst, Jan																																					
Handled by / Department: INNO		Invoice address: Electronicaweg 1																																					
Ordered by Customer: Philips Semiconductors B.V.		9503 GA / STADSKANAAL																																					
Service/delivery address: Philips Semiconductors B.V.		E-Mail Address: Zelst@stadskanaal.nl																																					
Electronicaweg 1		Requested date / time / ETA: 10.08.2007 16:30:00																																					
9503 GA / STADSKANAAL		Service completion date / time / ETD: 02.08.2007 10:43:55																																					
Customer contact person on site:	Phone:	Engineer: Huyck, Geert																																					
For your own safety, make sure you are informed about all applicable local OHS&E regulations. Before delivering services, organize 1 or 2: 1. a customer supplied Work Permit <input type="checkbox"/> 2. the ABB supplied Job Safety Plan <input type="checkbox"/>		Emergency phone numbers: Customer: _____ ABB: _____ Personal: _____																																					
Is the workplace visually inspected and approved? <input type="checkbox"/>																																							
Service specification / equipment description including serial no.:																																							
Serial No.: 2000-4582	Machine type: IRB 2000	Machine description: Kast in Hoogveen i																																					
	Duty time Counter: 1500	Baseware: 12.5.18																																					
Create Todo: <input type="button" value="Todo"/> Create Procedure: <input type="button" value="Procedure"/>		Follow up required <input type="checkbox"/> <input type="radio"/> ABB <input type="radio"/> Customer																																					
Fault reported: <input type="button" value="Action taken"/> <input type="button" value="Delivered products"/> <input type="button" value="Products taken in return"/> <input type="button" value="Used test equipment"/>																																							
02.08.2007 10:41:47 - INNO Joint of robot arm broken																																							
Place:	A1	Place one																																					
Fault:	100	Druck																																					
Reason:	e	Eingabefehler																																					
Repair:	12	test																																					
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Start</th> <th>End</th> <th>Driving hour</th> <th>Resting hour</th> <th>Labour hour</th> <th>Km</th> <th>Total hours</th> <th>Hotel</th> </tr> </thead> <tbody> <tr> <td>08.08.2007</td> <td>08:00</td> <td>16:00</td> <td>01:45</td> <td>00:30</td> <td>07:30</td> <td>152</td> <td>09:15</td> <td><input type="checkbox"/></td> </tr> <tr> <td>09.08.2007</td> <td>07:00</td> <td>18:00</td> <td>00:35</td> <td>01:00</td> <td>10:00</td> <td>25</td> <td>10:35</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>10.08.2007</td> <td>08:00</td> <td>16:30</td> <td>01:45</td> <td>00:30</td> <td>08:00</td> <td>152</td> <td>09:45</td> <td><input type="checkbox"/></td> </tr> </tbody> </table>				Date	Start	End	Driving hour	Resting hour	Labour hour	Km	Total hours	Hotel	08.08.2007	08:00	16:00	01:45	00:30	07:30	152	09:15	<input type="checkbox"/>	09.08.2007	07:00	18:00	00:35	01:00	10:00	25	10:35	<input checked="" type="checkbox"/>	10.08.2007	08:00	16:30	01:45	00:30	08:00	152	09:45	<input type="checkbox"/>
Date	Start	End	Driving hour	Resting hour	Labour hour	Km	Total hours	Hotel																															
08.08.2007	08:00	16:00	01:45	00:30	07:30	152	09:15	<input type="checkbox"/>																															
09.08.2007	07:00	18:00	00:35	01:00	10:00	25	10:35	<input checked="" type="checkbox"/>																															
10.08.2007	08:00	16:30	01:45	00:30	08:00	152	09:45	<input type="checkbox"/>																															
Job done: <input checked="" type="radio"/> Yes <input type="radio"/> No System tested in automatic mode <input checked="" type="radio"/> Yes <input type="radio"/> No																																							
Geert Huyck Date / signature engineer		_____ Date / customer approval signature																																					

Digital form with integrated card riders

Statistics

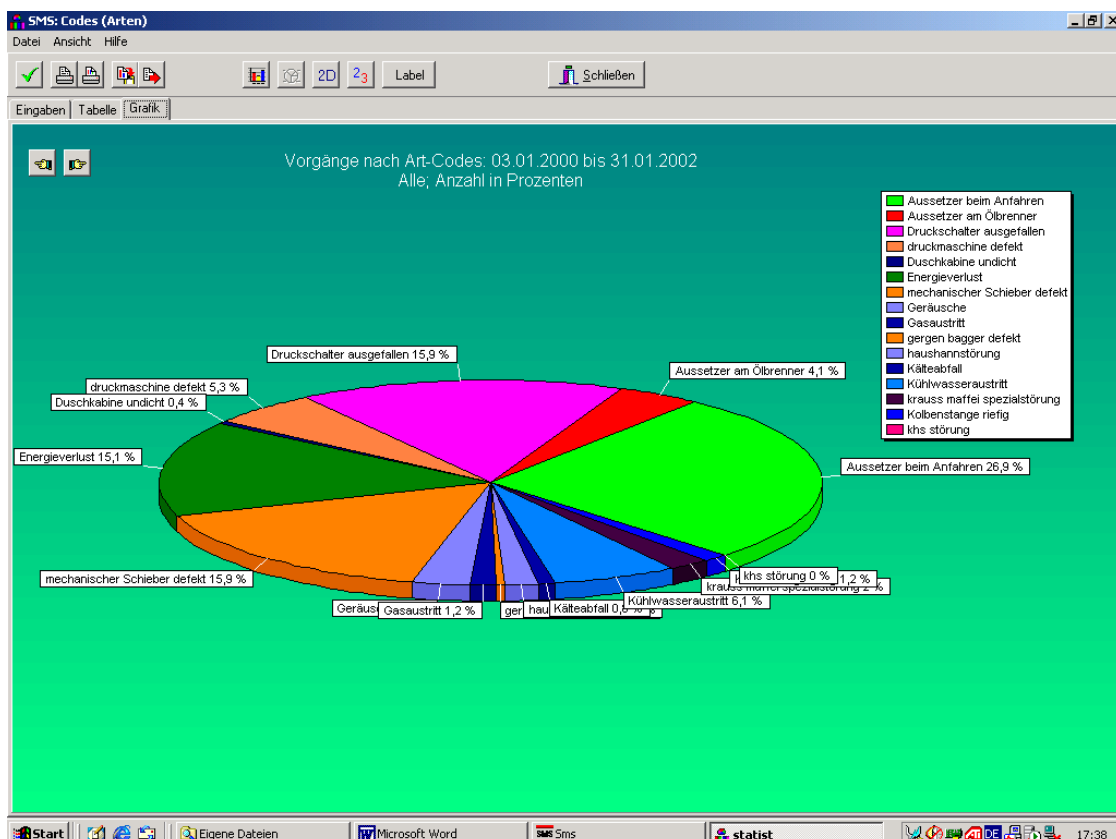


Functions

- graphical and tabular preparation and presentation of all entered data
- comparison of planned and actual turnover, contribution margins, reaction times, durations of repairs etc.
- fault analyses filtered according to period, country, machine, project or customer
- referencing of faults according to their causes, location or solutions
- transfer of data for further processing, e.g. to MS Excel
- evaluation of various groups of employees according to tasks and extent of utilization

Benefits

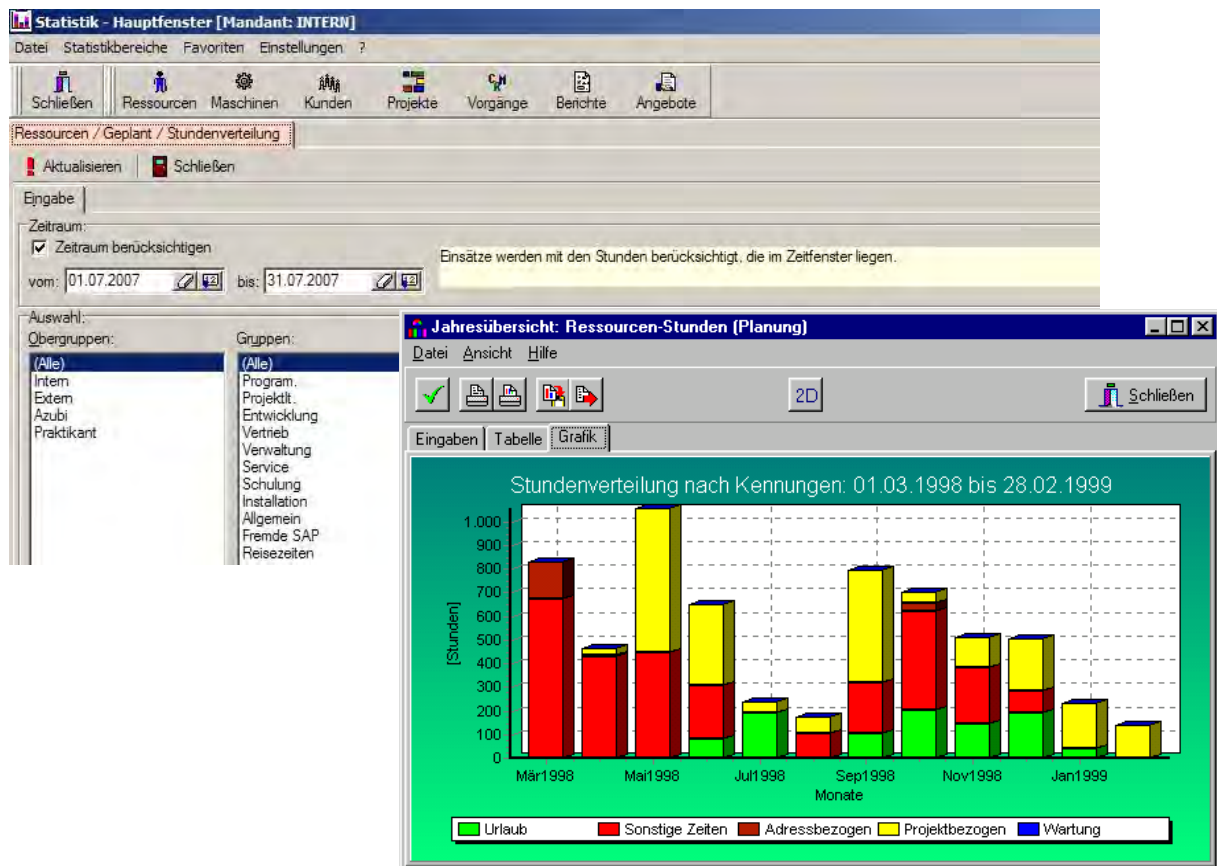
- early determination of trends
- evaluation of the service data independent of the EDP department
- easy decision-making due to previous values
- argumentation assistance with diagrams ready for presentation
- development of an internal benchmarking
- basis for target-setting



One substantial advantage of the electronic data processing is the filing and evaluation of large data sets. Of course this also applies for the PC supported sales and service management system (SMS). All entered data can be saved, sorted, consolidated and combined among each other.

Thus time series' can be formed as bases for characteristic numbers, in order to get information about the efficiency of completed construction sites or the productivity of employees. Likewise you can evaluate your customer service with other enterprises by comparing your characteristic numbers. Only with the empirically determined figures you have a secured basis for your future planning and – if necessary – an argumentation assistance when dealing with the management, customers or the works council.

The determined or calculated data can be called up in tabular or graphical form. You have the possibility to access the available statistics or to add your own evaluations via the data export to MS Excel:



Resources [type of assignment / international assignments / extent of 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 / comparison of nominal and actual values]

Failures [frequency / relation to location, cause and solution]

Proposals [relationship of offers / turnover / customers / region]

The statistics can be provided for any given period. With some statistics an annual statement is produced. Due to the possibilities of filtering all data or subsections can be evaluated and/or individual resources, customers, machines or faults can also be analysed.

Document Manager



Functions

- management of all incoming and outgoing documents
- purposeful filing of documents with allocation, e.g. to the customer
- deposit of search words
- deposit of categories
- integrated into the INNOSOFT programs
- supports many document formats (e.g. MS Word, MS Excel...)

Benefits

- central filing of documents and files
- selection via various different filters
- document generation and archiving in the working process
- quick finding of all documents
- indication of all documents assigned to customer or product

Dokumentenmanager

Adresse: Maschine: Projekt: Vorgang: Artikel: Verträge:

Kategorien

- Ohne Kategorie
 - Adresse
 - Anfahrtskizzen
 - Anschreiben Allgemein
 - Aufträge
 - Rechnungen
 - Reisekosten
 - Bestellung
 - Einsatz
 - Entwicklung
 - Dokumentation
 - Source
 - Lizenzen
 - Mahnung
 - Maschine
 - Projekt
 - Dokumentation (Proj.)
 - Leistungsberichte
 - Fluten
 - Verträge
 - Wartung
 - Fehlermeldung
 - Wartungsangebote
 - Alt
 - Werbebriefe / Projektmg.
 - Werbebriefe / Service
 - Adressen
 - Maschinen
 - Papierkorb
 - Suche

Dokumente Kategorien: Alles

Dokument	Typ	Datum	Bemerkung	Kategorie
ToDo Reisekosten	Microsoft Excel-Arbeitsblatt	22.09.2006 10:28:30		Ohne Kategorie
ToDo Reisekosten2006-10-23	Microsoft Excel-Arbeitsblatt	24.10.2006 11:17:45		Ohne Kategorie
ToDoListeInnosoftDGF_20070...	Microsoft Excel-Arbeitsblatt	14.02.2007 12:22:03	Änderungen in DGFs	Ohne Kategorie
Überprüfung_59	Microsoft Excel-Arbeitsblatt	27.03.2006 13:35:24		Anschreiben Allgemein
Überzahlung	Microsoft Excel-Arbeitsblatt	09.03.2006 09:43:53		Rechnungen
W_Schein	Microsoft Excel-Arbeitsblatt	28.09.2004 13:27:40		Wartung
W_Schein.xls	Microsoft Excel-Arbeitsblatt	26.08.2004 13:27:42		Alt
W_Schein.xls	Microsoft Excel-Arbeitsblatt	15.10.2004 17:21:38		Wartung
W_Schein.xls	Microsoft Excel-Arbeitsblatt	08.10.2004 15:57:18		Wartung
W_Schein1	Microsoft Excel-Arbeitsblatt	04.10.2004 15:01:51		Wartung
Zuordnung_Adressen	Microsoft Excel-Arbeitsblatt	29.06.2006 14:45:32		Dokumentation
Zuordnung_Verkauf_Planergru...	Microsoft Excel-Arbeitsblatt	29.06.2006 14:44:57	SD_Aufträge	Dokumentation
Zuhttsicherung	Microsoft Excel-Arbeitsblatt	09.06.2005 10:45:41		Adresse
BeispielFirmenUndArtikelStamm	Microsoft Office Access-Anwendung	26.10.2005 11:56:50		Ohne Kategorie
RK-Formular_2005	Microsoft Office Excel-Vorlage	08.12.2005 14:16:22		Ohne Kategorie
RK-Formular_2005	Microsoft Office Excel-Vorlage	14.07.2006 13:35:00		Ohne Kategorie
Drucker einrichten	Microsoft PowerPoint-Präsentation	30.04.2007 14:18:50		Fehlermeldung
Drucker einrichten(vorgdruckte...	Microsoft PowerPoint-Präsentation	30.04.2007 14:18:14		Fehlermeldung
IMBT km-Pauschale	Microsoft PowerPoint-Präsentation	25.01.2007 11:45:26		Ohne Kategorie
Inno5_Assemblies	Microsoft PowerPoint-Präsentation	23.05.2006 15:03:22		Ohne Kategorie
montagewerkzeug 28 03 2007 ...	Microsoft PowerPoint-Präsentation	19.04.2007 13:53:23		Ohne Kategorie
Vorgangs-Suche	Microsoft PowerPoint-Präsentation	28.02.2006 17:12:37		Dokumentation
create	Microsoft SQL Server Query File	28.08.2006 10:17:11		Entwicklung
insert_maschschool	Microsoft SQL Server Query File	28.08.2006 10:17:11		Entwicklung
IS_FELDEIGENSCHAFT	Microsoft SQL Server Query File	28.08.2006 10:17:11		Entwicklung
is_tabellenfelder	Microsoft SQL Server Query File	28.08.2006 10:17:11		Entwicklung
is_tabellenindex	Microsoft SQL Server Query File	28.08.2006 10:17:11		Entwicklung
is_tabellenname	Microsoft SQL Server Query File	28.08.2006 10:17:11		Entwicklung
ProjektNr_Trimmen_Zentrale	Microsoft SQL Server Query File	02.12.2005 15:54:28		Ohne Kategorie
ResEditFelderSperren	Microsoft SQL Server Query File	26.10.2005 11:09:50	Skript zum Sperren der gewünschte...	Ohne Kategorie
	Microsoft Word-Dokument	03.03.2006 08:51:35	SQL Fehler beim Anlegen neuer Ver...	Ohne Kategorie
01.03.2007 16:32:08	Microsoft Word-Dokument	<= 01.03.2007 16:32:10		Anschreiben Allgemein
01.06.2004 11:59	Microsoft Word-Dokument	<= 01.06.2004 11:59:18		Anschreiben Allgemein
01.09.2003 11:46	Microsoft Word-Dokument	<= 01.09.2003 11:46:28		Adresse
01.09.2003 12:00	Microsoft Word-Dokument	<= 01.09.2003 12:00:31		Adresse
01.09.2004 13:21:17	Microsoft Word-Dokument	<= 01.09.2004 13:21:17		Anschreiben Allgemein
01.09.2004 16:47:29	Microsoft Word-Dokument	<= 01.09.2004 16:47:30		Anschreiben Allgemein
01.09.2005 12:01:03	Microsoft Word-Dokument	<= 01.09.2005 12:01:34		Anschreiben Allgemein
02.05.2005 11:15:05 vertrag	Microsoft Word-Dokument	<= 02.05.2005 11:15:18		Anschreiben Allgemein
02.07.2004 13:16:36	Microsoft Word-Dokument	<= 02.07.2004 13:16:39		Anschreiben Allgemein

Zuordnungen

Adresse	Maschine	Projekt	Vorgang	Artikel	Wartungsvertrag

Suche

Suche:

Titel:

Suchbegriffe:

Kategorie:

Datum (von - bis): -

The **INNOSOFT Document Manager** is a powerful tool when it comes to document filing and having it ready in the desired form at short notice. It does not matter, whether the documents have been created with **INNOSOFT** programs or are imported from other directories.

The search for certain documents is not limited to one archive, versatile search functions support the finding of the desired files. There are no complicated inquiry instructions, the search works just as simple as in the other programs of the service management system.

In the monitor of the customer relationship management system the documents are displayed in an overview, similar to the explorer, and are allocated – according to preselection – to a certain procedure or a machine.

Forms, e.g. proposals, provided in the individual programs do not have to be allocated separately. During the creation of a proposal it is already being assigned to a customer and – if existing – the product. The user can call up the proposal via the search functions and/or let it be indicated in the monitor of the Customer Relationship Management.

The affiliated documents can be accessed from **INNOSOFT** programs by clicking a button. If you are e.g. working in the invoicing of a certain order, then you can easily access the documents of this order on the push of a button.

The screenshot displays the INNOSOFT Document Manager interface. The main window shows a document preview with the following content:

INNOSOFT GmbH
 Semerteichstr. 47-49 • 44141 Dortmund
 Tel.: 0231 798 000 - 0
 Fax: 0231 798 000 - 0
info@innosoft-do.de
www.innosoft-do.de
 03.08.2002
 Kunden-Nr. 11111
 Angebots-Nr. 0050021

Sehr geehrter Herr Brieger,
 die Textbausteine funktionieren einwandfrei.

Angebot 4.02

Pos.	Menge	Einheit	Beschreibung	Summe [EUR]
1	1,00		Allgemeins Angebot zur Demonstration	10,00
			Dienstleistungen	
	1,00	Tag	Normalstunden	
			Module	
	1,00	St	Der Artikel kann durch den Alternativartikel A23 ersetzt werden. Die Anlage besteht aus dem Antrieb 46 un der zugehörigen Antriebsachse A33 mit integriertem Ausgleichsensor.	

The right sidebar shows a 'Dokumentenliste' (Document List) with the following items:

- Titel
- Angebot Nr. 0050021 (selected)
- Angebot Nr. 0050009
- Dok1
- fürth
- innosoft
- lödige
- MSWord-Dokument (neu)
- neumünster
- reimelt unter anderer adresse
- Wartungsdokument

Shop Floor Control

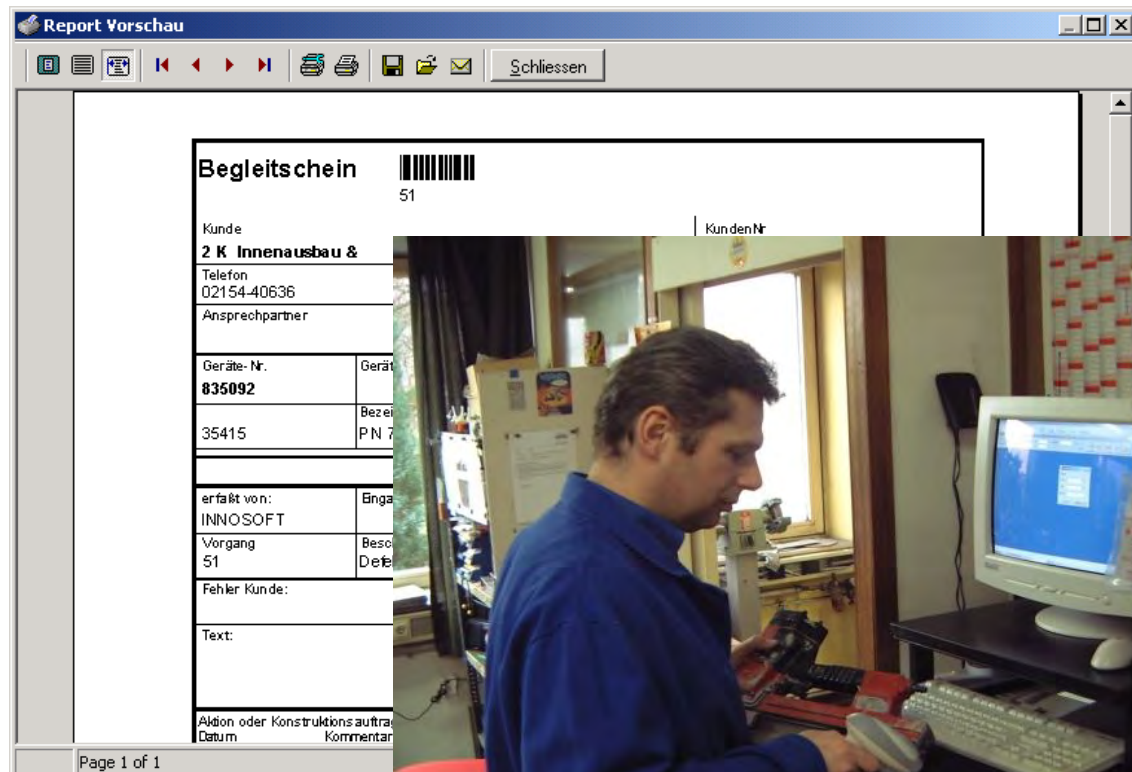


Functions

- acquisition of the current machine history via simple search masks
- input of project and measured data as well as spare parts and reports
- automatic registration of working and waiting times
- interface to existing materials managements
- automatic accounting

Benefits

- optimized order processing from incoming goods to the dispatch without data transfer breaks
- simple search masks for customer or machine search
- customer relationship management including machine history
- order status available at any time via networked workplaces
- no more filling in of repair forms due to bar code
- extensive statistics functions including complete machine and equipment history
- graphic display of the level of capacity utilization in the workshop



The **INNOSOFT Shop Floor Control** supports the order processing in the workshop/assembly shop from the incoming goods to the dispatch. Simple search masks and the use of bar code scanners accelerate the registration of goods as well as the search for customers or machines. The integrated bar code support makes the identification of equipment or orders easier. The service employees in the workshop receive the defective pieces of equipment. Before starting to work on an appliance they merely scan its bar code and identify themselves for this order via their personnel number.

For the purpose of time registration in the Resource Planning an assignment of the service technician is generated to the particular appliance. Thus the expenditure of labour for this order is being registered automatically. The required spare parts can be booked by the technician from the database to the order via simple search masks.

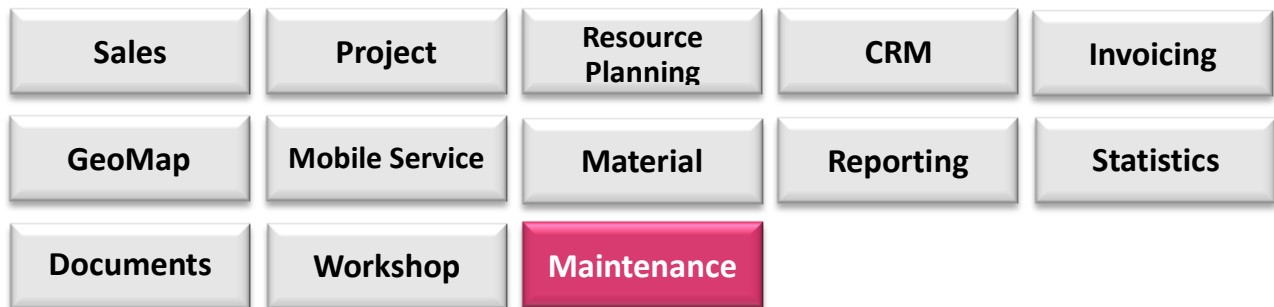
Now the order processed by the technician contains all time and spare part information for the invoicing. The entered data is being transferred into the invoicing automatically. The system presents the completed invoices, which only have to be released after checking and adjusting of the terms and conditions, to the employee in charge. When the entry of data is completed, the printing of the delivery notes and dispatch tags is carried out automatically, so that an immediate dispatch is possible.



Service technicians and employees in charge now are able to react more competent to customer inquiries because of the quick access to the current information. The central service department has online overviews of the assignments/orders. Even during the service assignment the relevant data for the settlement of accounts is being reported centrally. This leads to the immediate invoicing after the completion of an employment. Via the extensive statistics functions the service department gets valuable surveys of the extent of utilization of the technicians and the productive hours performed. Thus quality standards can easily be examined with a fault analysis. An evaluation of the individual data for identification numbers is a good basis for process optimization and marketing purposes.

The **INNOSOFT Shop Floor Control** contains the Customer Relationship Management system including machine history, coupled with graphical resource planning and invoice processing. The introduction of this system signifies the end of the present paper filing. Today one look at the monitor is sufficient in order to get information about the status of an equipment order. The Customer Relationship Management provides the complete information about the customer in a clear and compact way. The integrated machine history contains all information about the orders so far, the required spare parts, or inquiries and problem solutions for the individual pieces of equipment.

Maintenance / Servicing



Functions

- convenient assignment creation
- variability in defining the maintenance and servicing intervals
- complex, contract specific account modalities
- full integration into the service management
- servicing planning of the own machinery with full cost transparency
- registration of fault messages

Benefits

- reliability as a maintenance and servicing provider
- flexibility in the contract design
- data input only once, data transferred to the recurring maintenance assignments
- continuity from the contract to the invoicing

Wartungsvertrag bearbeiten

Vertragsnr.: WA-170
 Vertragspartner: *Kundennummer: 10000

Vertragsdaten: Wartungen / Intervalle | Dokumente

Wartungen / Intervalle:

- WÄ tägliche Wartungsarbeiten
- Flüssigkeitsstände
- Keilriemen / Zahnriemen
- Monatliche Wartung
- Keil- / Zahnriemen Wechsel
- Störungen
- Störung, MaschNr.: 4034
- Störung, MaschNr.: 4035

Bemerkung: tägliche Wartungsarbeiten
 Wartungsart: Standardwartung
 Status: Aktiv

Einsätze planen

Von: 29.05.2006
 Bis: 04.06.2006

Kunde: [?]
 Ressourcenr.: [?]

Maschinennr.: [?]

Vertragsnr.: WA-170
 Kunden-Obergruppe: alle

Intervalltyp:
 Auf Anforderung
 Alle anderen Typen

Alle Einsätze im Zeitraum

Auswahl	RessName	Fällig am	Gruppe	Dauer	VertragNr
<input checked="" type="checkbox"/>	Uhlmann	29.05.2006	Schweißer	1,00	WA-170
<input checked="" type="checkbox"/>	Uhlmann	30.05.2006	Schweißer	1,00	WA-170
<input checked="" type="checkbox"/>	Uhlmann	31.05.2006	Schweißer	1,00	WA-170
<input checked="" type="checkbox"/>	Uhlmann	01.06.2006	Schweißer	1,00	WA-170
<input checked="" type="checkbox"/>	Uhlmann	02.06.2006	Schweißer	1,00	WA-170
<input checked="" type="checkbox"/>	Uhlmann	03.06.2006	Schweißer	1,00	WA-170
<input checked="" type="checkbox"/>	Uhlmann	04.06.2006	Schweißer	1,00	WA-170
<input checked="" type="checkbox"/>		01.06.2006	Techniker	5,00	WA-170
<input checked="" type="checkbox"/>		29.05.2006	Prüflabor	2,00	WA-170
<input checked="" type="checkbox"/>		30.05.2006	Schwachstrom	2,00	WA-170
<input checked="" type="checkbox"/>		31.05.2006	Schweißer	2,00	WA-170
<input checked="" type="checkbox"/>		01.06.2006	SPS-Progr.	2,00	WA-170
<input checked="" type="checkbox"/>		01.06.2006	Starkstrom	2,00	WA-170
<input checked="" type="checkbox"/>		02.06.2006	Steuerung/El	2,00	WA-170
<input checked="" type="checkbox"/>		02.06.2006	Techniker	2,00	WA-170

To ensure high machine and plant availabilities is the main task of a modern maintenance and servicing management.

While corrective maintenance measures (fault management) are being supported by the other modules of the **INNOSOFT Service Management System**, the maintenance module supplements to the **INNOSOFT** performance range with functionalities, which are essential for preventive or condition-oriented maintenance/servicing.

In particular the reliable execution of maintenance works according to temporal intervals as well as in dependency of operating hours can be realized. The maintenance assignments can be pre-defined regarding extent, works to be accomplished, required resources etc. On the basis of a proposal list, which offers an overview of due maintenance assignments, the assignments can be generated in the **INNOSOFT Resource Planning** and be released for disposition.

Complex specific account modalities can be defined within a maintenance contract so that you have maximum leeway in the contract design. E.g. free quantities or free allowances for kinds of performance and product groups can be determined, which in combination with payments on account during the year also allow the creation of final annual accounts. The flexibility of the pricing even goes up to the definition of individual unit prices for certain articles.

Fixed response times for individual machines are frequent contractual items. With the **INNOSOFT** program package both simple response times as well as complex time patterns can be illustrated, which in dependency on the weekday and the time of day define different response times. On the basis of this information the Service Management System refers to the response times already during the fault registration and calculates the reaction period which has to be kept. Statistics to the actually reached response times add to the function offer and makes it easier to increase the customer satisfaction level.

Cost control is a further important aspect of the maintenance and servicing management. All resulting costs are registered with the **INNOSOFT Service Management System** and are ready for statistic evaluation. For this purpose the **INNOSOFT Statistics** module makes a wide range of predefined statistics available, which can be refined via individual filter adjustments. Special evaluations, e.g. a calculation of amount covered for a maintenance contract or a detailed statement of charges for the servicing of one individual machine can be realized with the **INNOSOFT Report Generator**.