

ABM MODULE: SERVICE MANAGEMENT

OVERVIEW

Service Management is ideal for service companies who supply on-site service to their clients. It is applicable to a wide range of service industries such as equipment servicing, monitoring, field engineers, security, on-site services, tradesman, etc. The system allows tracking of a firm's personnel by time expenditure and revenue, monitors and

dispatches calls to mobile personnel, logs client service history, and provides customer billing and reporting functionality. The system's structure enables the choice of individual components to gain only the functionality your business requires, or modify the system to your specifications through our in-house programming team.

BENEFITS

EFFICIENCY

Service Management deals with the paperwork involved in the running of a service business. Extensive records and call tracking on jobs are entered and retrieved instantly, billing can be handled through automatic invoice generation and custom reports make sure business inefficiencies are monitored.

ADMINISTRATION

Spend less time on running your system and more time on the business. Save time and money by utilising staff on profitable aspects of the business and delegate jobs out more effectively.

INTEGRATION

Enjoy fast single-entry workflow with ABM's full accounting system integration, reducing time, while increasing accuracy, on your accounts.



"When selecting our accounting solution, and reports it was most important to select one that suited our industry and that would have proper on-going support. With this in mind we selected the Advanced Business Manager accounting software a fully integrated solution. It was refreshing to work with a company that understood our business and were able to provide valuable advice on the setup of the system."

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Mechanical Services Contractor
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FEATURES

ENGINEERS

One of your most important, yet expensive, assets are your engineers. The module supports proficient management through tracking of time expenditure and revenue earned from clients.

CALL MONITORING

Receive incoming service calls and collect all necessary information, including priority, charge, general and technical details, before relaying directly to the appropriate engineer or department. Engineers are able to be fully aware of a client's history, as well as trace a call from initial logging to completion. Other features include filtering of calls to be sorted easily, recall of outstanding calls to be relayed instantly and arranging of preventive maintenance visits to suit both parties.

FULL INSTALLATION AND SERVICE HISTORY

Keep an archive of every installation and service including personal and contract details, account representatives, services covered, components installed, digital images, warranty details, service work and travel time, call type, engineers assigned, maintenance work, and more... Retrace work history through search options and use to reprint invoices or utilise the information for current jobs.

STOCK CONTROL AND TAG LINKS

Integrate with back office stock systems, as well as track items for each installation such as serial numbers, suppliers and warranty details. Special prices can also be implemented automatically for specific clients or suppliers.

LAYOUTS AND FLOOR PLANS

Save and display floor plans and pictures for individual installations, allowing visual documentation of a project to be archived.

CORRESPONDING DETAILS

Track all client correspondence including quotations, letters, drawings, documents, images, etc.

INVOICING

Create, and send via email, invoices for non-recurring billing as well as record under a client's history for later viewing or reprinting. Generate automatic invoices for clients with maintenance or monitoring contracts according to billing terms. Direct link to the ABM accounting system allows information to be transferred both ways, including an instant view of outstanding balances, credit limits and date of transactions.

SCHEDULER

Organising call out dates and times is made simple with an intuitive and familiar schedule/calendar system.

REPORTS

Produce reports on many aspects of the system such as:

- » Troublesome Installations
- » Engineer time and cost analysis
- » Contracts status report
- » Service call costs
- » Advanced billing revenue analysis

LINK TO REMOTE ENGINEERS

Engineers can have controlled 24-hour access to call history and service calls logged via 3G/GPRS, thus providing a paperless solution for saving time and mobile phone costs. Customers can confirm call completion through electronic signature and invoices may be created on-site if necessary.

LINK TO DOCUMENT SCANNING

Signed service dockets can be scanned quickly and efficiently into a central server to enable quick retrieval from a client's history file. Other documents can be scanned and linked such as brochures, spreadsheets, emails, CV's, etc.

TAG EQUIPMENT TRACKING

Track equipment on-site via Tag Numbers. Service calls can be booked to an account and the Tag Item itself, making aware if an item is still under warranty as well as tracking the item's history of breakdowns.



PLEASE ENQUIRE WITH YOUR SOLUTION PROVIDER FOR FURTHER DETAILS ON ABM'S SERVICE MANAGEMENT SYSTEM.



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