



## After Sale Service Management Solution

### Overview:

Printing Service cards and manually maintaining a record of its usage is a tedious and time consuming task. Innumerable delay occurs right from printing & re-ordering them several times, keeps a register of issue and uses service parts. And finally calculate the monthly consumption of each employee.

Employees of your organization often take advantage of this lacuna in your existing system. Just imagine the loss and recurring cost involved in this practice and calculate this lose for months and years together.

**Service Management Solution**, an automated Service Management System is fast gaining its foothold in companies due to its cost effective yet highly efficient, easy to install operate approach.

**Service Center Management Solution** is a fully integrated Application meant for after sale Service Management.

### Hardware Requirement:

- Minimum: 500 MHz CPU, 512 MB RAM, 1024x768 high-colour 32-bit display.
- Recommended: 1.0 GHz or higher CPU, 1 GB or more RAM.
- Up to 2 GB of hard disk space may be required.

### Software Requirement:

- **Dot** Net Framework 3.5 or Higher.
- **SQL** 2005 server Or Express.
- **Windows** Installer 3.1

(All software(s) are available in this Package.)



**Features:**

- **After Sales Service Center Management Solution** software maintains services and AMC's.
- Service on Sale by you or from other seller.
- Maintain Install Register.
- Show Pending Services on dashboard.
- Add Reminder for Particular Date.
- Product Issue Register Management
- Partially stock management.
- Detail Record of Part Issued to Technician.
- Manage Customer Database.
- Manage Service Card.
- Manage Credit Register.
- Manage AMC Register.
- Manage Both Warranty or Non Warranty Parts Record separately.
- RTS (Return To Stock) Facility.

**Reports:**

- Technician In-Out report.
- Installation Register.
- Next Visit report
- Technician report
  - ✓ AMC
  - ✓ Part Change (Under Warranty or Non Warranty)
  - ✓ Services Done (Under Warranty or Non Warranty)
- Credit Register.
- Customer Services Report.
- AMC Register.
- Warranty Part Report.