

# Improved servicing efficiency

Increases customer satisfaction and reduces servicing costs for Wholesale and Manufacturing companies

Your customers expect the rapid and expert servicing of the products and equipment they buy from you. Exact Service Management helps you to deliver outstanding service with quicker response times and the ability to assign the right engineer to the job. Service contracts will become profitable and you'll have a key service advantage over your competitors. Above all, you'll make your customers' lives a whole lot easier by minimizing equipment downtime.

## Rapid response and self-service

Exact Service Management enables the intake of multiple types of service calls: a helpdesk function, a customer portal independent of working hours, and direct alerts from the equipment. This applies whether you need to service single or multiple items of equipment, and whether single or multiple activities need to be performed.

Service Management also enables you to provide accurate self-service information to the customer in a web-based environment, thereby reducing costs for the customer.

## All spare parts and materials on hand

With Exact Service Management you can instantly check and reserve the materials needed for the job. It means the service

engineer always has the right materials to fix the problem first time. This improves your service levels and cuts your costs.

Furthermore, whenever you process a sales order, you have the option of creating an associated service installation request. That way, your service organization is able to schedule and prepare the installation in advance.

## Assign the right engineer at the right time

Planning the right service engineer– or engineers – for a specific job requires optimized insight and information concerning availability, skills and stock on hand. The Service Management Plan Board provides your dispatcher with this information, making it easy to decide instantly who to assign to the job.



With Exact Service Management you can:

- 1 Achieve rapid response times
- 2 Have all spare parts and materials on hand
- 3 Assign the right service engineer for the job
- 4 Enjoy profitable service contracts
- 5 Enable service engineers to do a great job, first time

**= exact**

And it all comes together.



The Plan Board is configurable for individual users and presents planned and non-planned activities and related details on a single screen. Simply drag the activity to the right person and start time or add new activities when needed.

### Profitable service contracts

You can manage service contracts for single or multiple objects, including agreements that relate to the complete configuration or just a part of it. SLAs, discounts or extended warranty periods on materials or services, and preventive maintenance activities, can all be featured. Periodical invoices can be sent out, and contract agreements are validated with realized hours, materials and other service related costs.

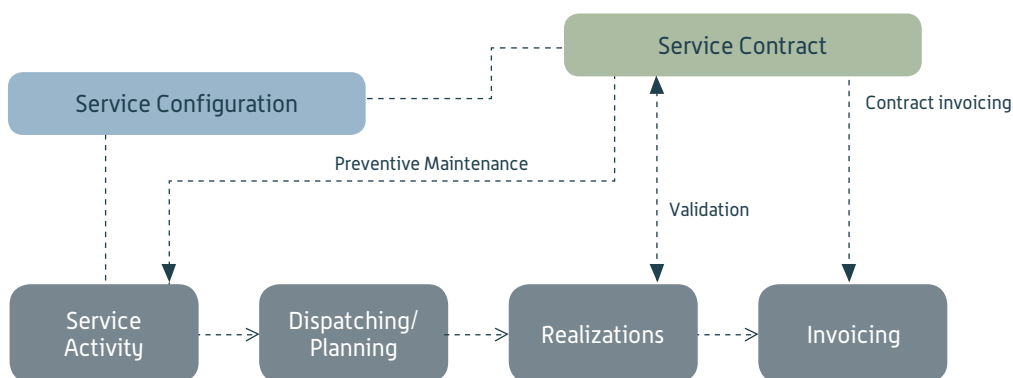
You can also make use of contract templates for the consistent and easy creation of similar types of contracts. KPIs for monitoring service contract related costs and revenue, as well as alerts and workflow for contract renewal, are included and easily adopted to your company needs.

### Engineers shine with online information

Your service engineers want to do a great job. Service Management helps them with real time, on-the-road insight into their daily planning. It zooms into customer and equipment information such as service history and the technical documentation specific to the job.



Planned materials required for the job are replenished upfront, increasing the first time fix rate. If spare parts are missing, the engineer can instantly check for availability in alternative warehouses and schedule a new appointment. All costs can be registered online. You then have the option of confirming detailed costs directly to the customer, via a triggered event or when invoicing.



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