



Service Management

Advanced Service Manager (ASM) has been designed and developed for service companies that supply on-site service to their clients. It is a complete service management system that integrates with Advanced Business Manager. Like ABM it is powerful and customisable, scalable and easy to use. Modules may be purchased separately in accordance with individual business requirements.

ASM has application in a wide range of service industries, some examples are business involved in air conditioning, computer service, refrigeration, catering equipment, security, waste disposal, etc. The system can be modified if need be by our programming team to better suit your requirements.

Overview

Advanced Service Manager (ASM) deals with the paperwork involved in running a service industry. Extensive installation & service history records are kept, allowing you to keep track of all relevant installation details and situations that have occurred on-site.

Engineers

One of your most expensive assets & liabilities, simultaneously, are your engineers. ASM helps keep control of them by tracking their time expenditure and the revenue earned from your customers. You can schedule their time for on-site visits. If required, you can enable engineers to have remote access to service history and other relevant information, preparing them for their next service call.

Call Dispatch

The call monitoring module enables a call dispatcher to relay service calls direct to the relevant trained engineer, the dispatcher is aware of the clients current situation and any outstanding amounts already owed. Included is a function to produce job cards pre-filled with the relevant clients details. You have the ability to arrange preventive maintenance visits to suit both parties

Automatic Recurring Billing

Unlimited number of maintenance, service & rental contracts can be set up with various scheduled site visits, billing cycles, individual highly detailed invoices & payee accounts.

Invoicing For Non Recurring Billing

Bill for initial installation charges & any other work not covered under maintenance or warranty.

Notes

Multiple notepads with reminders that pop up automatically on the screen as required.

Full Service History

Including start times, travel times, tasks done, personnel on-site, expenses, parts replaced, for chargeable, non-chargeable or under warranty customers





BUSINESS SOLUTIONS

Service Call Logging

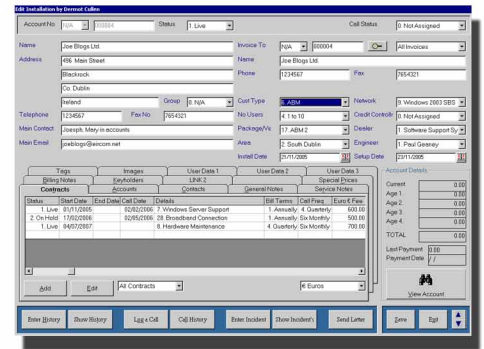
Track all service calls from initiation to final completion & billing.

Document Scanning

You can scan & retrieve service dockets, letters, purchase orders, signed delivery notes, etc.

Direct Debit Facility

Helps to simplify client payments & speeds up your cashflow. Enables you to offer better terms to your clients in order to help you increase your sales and profitability.



Maximise Chargeable Work

Dramatically speeds up administrative tasks & allows you to concentrate on profitable chargeable work.

Link Any File To Relevant Clients

Ability to link specifications, pictures, drawings, any type of documents or files to a client's account.

ABM Integration

ASM integration with Advanced Business Manager eliminates the need for double entry for any carried out work. It enables instant access to each client's financial history with your company.

Reports

ASM uses industry standard Crystal Reports to generate quality reports utilising valuable information stored in the system.

Features

- Full installation details
- Invoicing for non recurring billing
- Remote access for engineers
- Remote client access
- Document scanning
- Multiple notepads
- Job costing
- Mail merge
- Various reports & analysis
- Multi company, multi user
- Comprehensive maintenance contracts
- Service call logging & full service history
- Digital signature capture
- Asset register
- Like any file to relevant client
- Direct debit facility
- Stock control
- Email, SMS link
- Constantly been updated
- Various industry specific versions available