SERVICE/MAINTENANCE MANAGEMENT

ProMIS **Service/Maintenance Management System** is suitable for dealers in office equipment, industrial tools and machinery. Provides Product Warranty/AMC management, Product service history, Service calls and support monitoring, Product Maintenance information, Service Engineer Performance, Time analysis, Spares/Parts cost analysis, Invoicing etc.

Implementation can be as an independent system or integrated with ProMIS ERP or Business Suite.
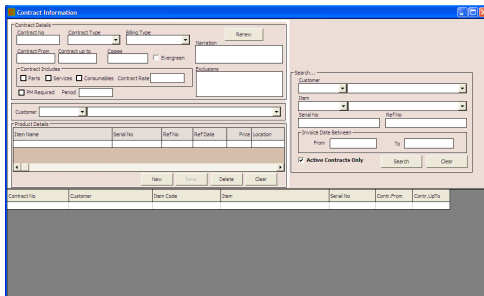
Master Settings

Product/Equipment Master (*Can be integrated with Inventory module*)
Customer Master Entry (*Can be integrated with Financial Accounting*)
Service Engineer/Technician Information (*Can be integrated with Payroll module*)
Work Timings for support

Warranty & Maintenance Contracts

The detailed information regarding the warranty or maintenance contract with clients can be registered. The details may include; Contract Number, Contract Date, Customer ID, Product under Contract, Details regarding product including serial numbers etc., Date of Purchase, Purchase Price, Commencement Date of warranty/AMC period, Expiry Date of warranty/AMC period, Nature and description of the warranty, Exclusions in warranty if any etc.

Service Calls

The service calls received can be registered with details including Customer ID, Date and Time of call received, Product/Equipment, Description of Service required etc.

Job Assignment & Follow-up

The Service Manager can assign individual Service personnel for attending the pending support calls and the follow-up on the status of the calls can be monitored efficiently.

Support Details

After attending the support call by the concerned personnel, the details can be entered which includes: Service call ID, Customer ID, Service personnel attended the call, Date and Time of attending the call, Description of the service, Services carried out, Status of the call, Parts replaced if any (including cost), Equipment replaced if any.

PM Call Generator

Preventive Maintenance Calls can be generated automatically based on the preventive maintenance scheduled for the equipment/ machine. This will alert the Service personnel to attend the customers in advance to avoid any possible breakdowns.
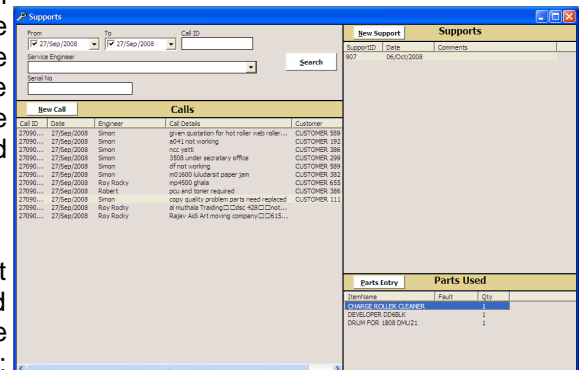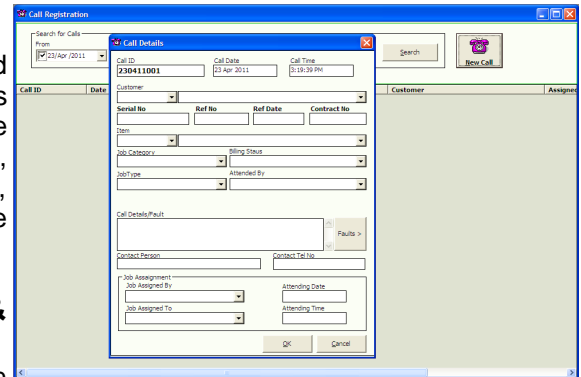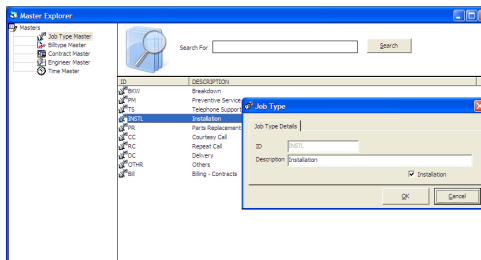
Service Management Reports

* Machine support history
* Customer support history
* Warranty/Maintenance Register
* Products under warranty/ maintenance Report (Customer/ Product wise)
* Customer wise Equipment/ Machine details
* Expiry Status reports and alerts
* Service Call Register
* List of Pending Calls
* Not Responded calls report
* Spare Parts consumption report
* Spare parts Register
* Products Installation List
* Support Personnel Productivity Analysis

*Customized Software
to meet your requirements*

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