Service Management

Deliver efficient customer service!

Focus on
Customer Satisfaction

Today, any services business that wants to stay ahead of the competition, needs to efficiently **manage customer relationships** and constantly **meet deadlines**. In the services industry, business success and growth depend on satisfied customers.

Automating sales, marketing and customer service processes, integrated with accounting management, provides services companies with the necessary tools to effectively handle customer relations, increase productivity and grow revenue and profit.

SOFTONE ERP incorporates comprehensive **Service Management** functionality, assisting your company to optimize customer service, improve time and expense management and deliver top-quality services on-time and on-budget.

Inspiring Excellent Customer Service

SOFTONE ERP delivers powerful **Services industry-specific** functionality, **enabling** services providers to:

- ✓ increase revenue by optimize scheduling
- ✓ improve response times
- ✓ increase customer satisfaction
- ✓ uncover new sales opportunities
- ✓ reduce operating costs
- ✓ achieve better performance visibility.

No matter what type of Services Company you are, **SOFTONE Service Management** software provides a complete view of your customers' activities. Integrated **marketing and sales automation** tools help you track and efficiently manage sales leads and opportunities, as well as better handle support issues.

Supporting **Service Centers**, **Ticket Management**, **Task Scheduling** and **Contracts / Field Services**, SOFTONE helps you respond quickly to inbound customer requests, simply by accessing customer profile and resources availability, while reducing time between call receipt and project assignment.

Accelerate and streamline your entire service operations with powerful tools and capabilities, inside a **flexible** and **configurable platform**:

- Service Calls and Allocation of Resources
- Guarantees, SN's and Lots
- Case Management
- Daily Routing
- Invoicing
- Dispatching
- On Field Service Management
- Multi Company, Multi Site, Multi Currency, Multi Lingual

Powerful Services industry-specific Functionality

Key Features

- Call center integration (TAPI protocol)

- Service on/off site

- Service tasks monitoring through "ticketing" system

- Recurring services scheduling and contracts

- Customer self-service portal

- Mobile service management (Field Service)

- Route management (integrated Google Maps functionality)

- Spare parts management, inventory & BOM

- Spare parts requirement planning

- CRM

Service Management

Service Agreements: Manage service agreements for a wide variety of customer requests. Handle service prices and payment arrangements.

Service Calls & Dispatching: Add and schedule service tasks. Automatically sync service tasks with Microsoft Outlook, view scheduled activities and optimize routes using Google Maps.

Service Folders & Contracts: Create service folders for offsite activities. Set up order manually or automatically. Validate customer serial number and warrantee, record service time, expenses and stock items carried by technicians in the field.

Returned Material Authorization: Establish enhanced return processing, ensuring wide tracking of pending returns.

CRM

Lead Management: Create, view and update customer information to effectively manage leads and sales opportunities. Link campaigns and promotional activities with leads and assign leads to sales teams.

Case Management: Create and resolve customer support issues using a single form. Link a case to Customer Satisfaction Feedback.

Customer Feedback: Utilize Case Management and embedded satisfaction survey questionnaires to improve service delivery in the field.

Project Management

Project Planning: Plan service projects, estimate labor hours and materials as well as cost data. Efficiently manage and monitor projects organizing them into multiple subprojects.

Time & Expense Management: Accurately track service project time using timesheets and charge expenses utilizing advanced expense management tools.

Project Budgeting: Produce project budgets (estimating labor hours, charges and materials) and effectively manage and control service tasks, comparing actual cost data to budget.

Resource Management: Schedule tasks, allocate materials and dispatch technicians based on resources capability. Enter service type and labor hours into the service call ticket and calculate labor charges.

Supply Chain Management

Inventory Management: Track stock items per site, warehouse, location, batch, serial number packages. Utilize multiple inventory control systems and valuation methods such as FIFO and LIFO. Reduce costs and eliminate waste using ABC analysis.

Multi-Site Warehouse Management: Manage storage locations and materials. Easily track inventory on web and mobile interface.
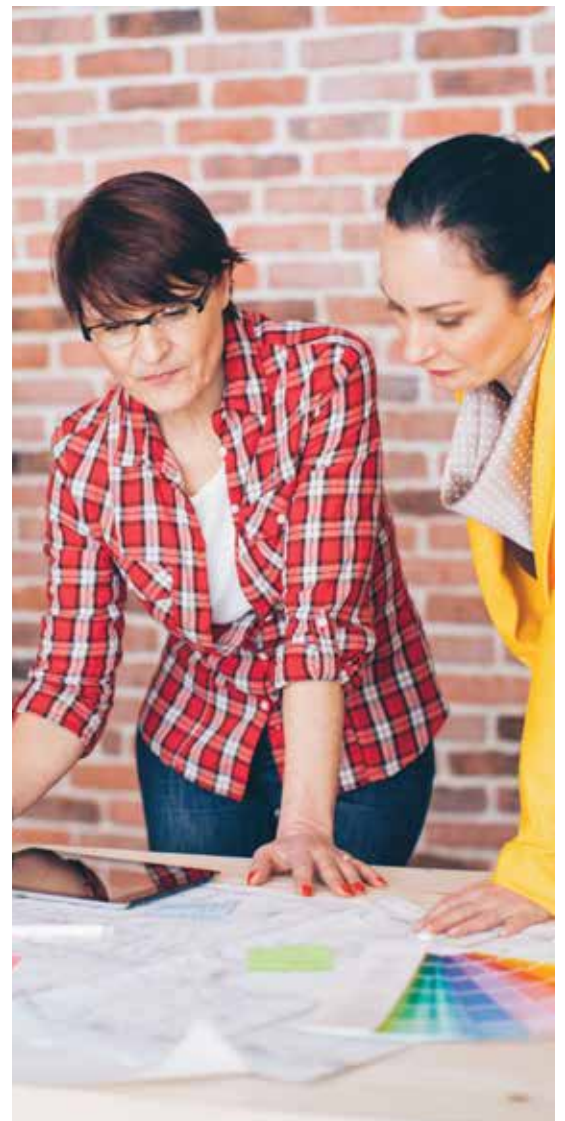
For a Wide Variety of Services Industries

Education Services

Communications

Electrical Devices Equipment

Residential and Commercial Services

Medical Equipment

Catering Services

Machinery Maintenance

Computing and Software Houses

Service Centers

Automotive Services

"One-for-all" Solution

The **award winning SOFTONE ERP** is so much more than an enterprise resource planning system. It's an "open architecture" software that consolidates all critical business processes in a single integrated solution that helps your services business reduce total cost of ownership (TCO).
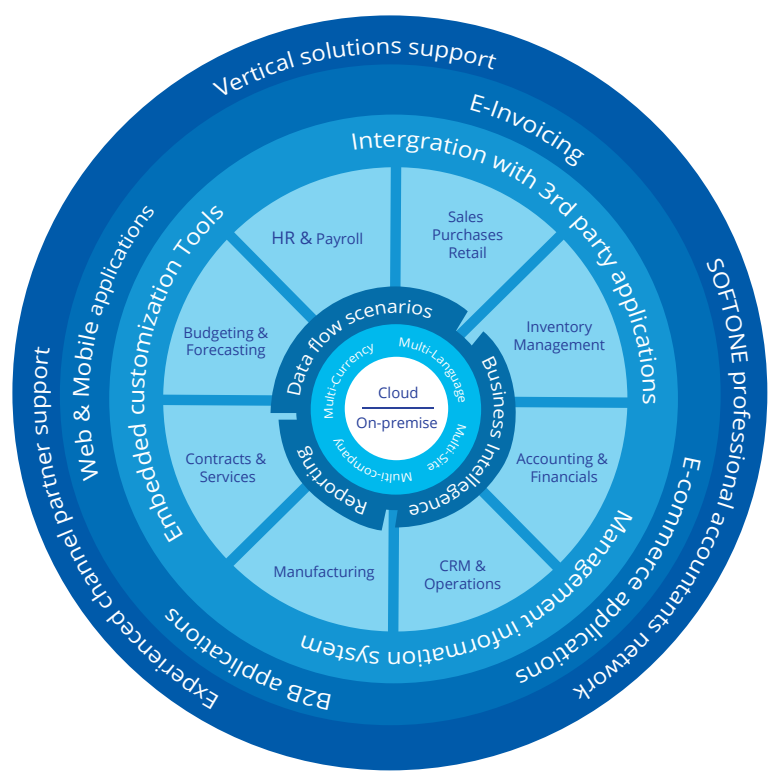
CRM

Contact Management

Lead Management

Campaign Management

Case Management

Sales Management

Quote and Sales Opportunities Management

Order Management

Demand Management

Service Management

On Field Service

Maintenance Management

Contract Management

Product Serialization

Material Requirements Planning

Performance Management

Financial Reporting

Bank & Cash Accounts

Cash Flow Management

Budgeting

ABC Costing

HRM

Human Resource Management

Human Capital Payroll

Employee Self Service

Take your own Device

Supply Chain Management

Purchase Management

Shipping & Receiving

Warehouse Management

Material Management

Accounting Management

Multiple General Ledgers

Multiple Journals & Periods

Mobile Management

Event Planning

Mobile Showrooms

Merchandising

Customer Questionnaires

Map Routing

Project Management

Project Planning

Resource Management

Expense Management

Project Billing

Dashboards

Why SOFTONE ERP
is right for your business

For Your Real Business Needs

SOFTONE ERP delivers great value to services companies of all types and sizes. It incorporates in a single system, service management modules that do more with less, helping you automate, simplify and streamline all of your business processes.

Greater Business Agility

SOFTONE ERP is designed with the necessary flexibility to meet your specific services business needs. Fully configurable and extensible, it is easily integrated with any other system, while providing flexible deployment methods (on-premise, hosted or SaaS model).

Your Business in the Cloud

SOFTONE ERP fully utilizes the significant capabilities offered by a Cloud platform and the Software as a Service (SaaS) model. It assists your services company to deliver more value to its customers while reducing up-front expenses and operating costs.

Our Partners, Your Advantage

SOFTONE's extensive partners network, can get you up and running in no time! Our partners offer your business a broad range of value-added services to help you plan, implement, integrate and manage Service Management solutions of the highest standards.

Enterprise Mobility

SOFTONE ERP provides your services business with a wide range of web and mobile applications that expand your business software reach. These applications
empower your sales team and technicians to work and collaborate from practically anywhere, using any device.

SOFTONE

Greece

Athens: 8 Achilleos & L. Katsoni Str., 176 74, Kallithea, Attica
Tel.: +30 211 10 22222, Fax: +30 210 9484094

Thessaloniki: Ganas & Ganas Building Complex (Building B2, 3rd floor),
6th klm Thessaloniki – Thermi, 57 001, Thermi
Tel.: +30 2313 084200, Fax: +30 2310 334639

Crete: 2 Kasapaki & Konstantinidi Str, 716 01, Nea Alikarnassos
Heraklion
Tel.: +30 2810 332 001, Fax: +30 2810 332 002,

www.softone.gr | info@softone.gr

Cyprus

Limassol: Arch. Makariou III Av. & Nikolaou Gyzi Str. 2,
Olympia Business Center (1st floor), 3060
Tel.: +357 25 561356, Fax: +357 25 561359,

Nicosia: Vasilissis Freiderikis 33 Str., Palais D' Ivoire House,
(2nd floor – office 201), 1066
Tel.: +357 25 561356, Fax: +357 25 561359

www.softone.com.cy | info@softone.com.cy

Romania

București
Bulevardul Dimitrie Pompeiu 5-7, Hermes Business Campus B, Etaj 4, Sector 2
Tel: +40 212 24 3925,

Brașov
Strada Mihail Kogâlniceanu, Nr. 17, Bloc C4, Apartament 11

www.softone.ro | info@softone.ro

Bulgaria

4-6, Lyubata Str., Ground floor, Showroom, 1407 Sofia, Bulgaria
Tel: +359 700 20 715,

www.softone.bg | info@softone.bg