

Service Management

Service Management in Microsoft Dynamics-NAV

Benefits:

- **Enhance operational efficiency.** With real time information minimize time lost researching part availability, costing, work load capacities and assigning task priority improves productivity and predictability.
- **Help improve service order management.** Tighten the line from inception, dispatch, progress, completion to invoicing. With part accessibility know your schedule demands can be met. Manage your service teams with task assignment and management.
- **Effectively manage contracts.** Contract management allows for improved contract fulfillments for service level agreements, warranty performance and historical costing for improved pricing.
- **Build customer loyalty.** Becoming the source point of service rather than responding only to customer requests you can assure customer satisfaction which equals repeat business.

Harness the power of data accessibility and offer your customers freedom to focus on their business not on your service schedule. Put control in your hands rather than customer demands by offering appointment schedules based on due dates for contract fulfillment and work load capabilities.

Response Date	Response Time	Priority	Doc. Type	No.	Status	Customer No.	Name	Contract No.	Service Zone Code	N
01/05/09	1:21:50...	High	Order	S0000001	Finished	10000	The Cannon Group PLC			
01/19/09	9:29:00...	Low	Order	S0000006	In Process	30000	John Haddock Insurance Co.		N	
01/16/09	1:35:00...	Low	Order	S0000008	In Process	50000	Guildford Water Department		SE	
01/15/09	9:24:00...	Low	Order	S0000007	In Process	40000	Deerfield Graphics Company		W	
01/07/09	11:00:0...	Low	Order	S0000002	In Process	50000	Guildford Water Department			
01/06/09	2:20:00...	Low	Order	S0000005	In Process	40000	Deerfield Graphics Company		W	
01/06/09	1:24:00...	Low	Order	S0000004	In Process	50000	Guildford Water Department		SE	
01/05/09	1:20:00...	Low	Order	S0000003	In Process	40000	Deerfield Graphics Company		W	

With visual and printable dispatch board identify priorities and assign the right technician to the right task. Make the best use of each pairing of task to staff.

Service Management in Microsoft Dynamics-NAV™ gives your organization an advantage with initiating service requirements and improved task to staff pairing. Increase customer satisfaction, return and referral with first rate delivery and contract fulfillment.

FEATURES:

Service order management	Utilize system data to create service schedules with the flexibility to change as needed. View historical quotes, orders and service history quickly and easily. Track service order status per order, part or service person or team.
Contract and SLA management	Schedule requirements can be controlled using the planning strength offered using the systems reporting capabilities. Whether it is a warranty commitment or an emergency service call track actual response times. Customer preferences on time schedules or technicians can be met with Contract Management.
Work and material planning, scheduling and dispatch	Standard resources needed whether materials, technicians or equipment availability can all be set up for specific services types. Match skill sets to services needed to maximize profitability.
Service item tracking	Stay informed on service items from individual serial numbers to costs and profitability.
Item and component service histories	Each facet of service can be recorded. Ranging from location of service item to serial number, to loaned equipment or replacement history. With historical service information decisions regarding present service needs can be made.
Price management	Pricing structures allow for standard pricing minimums/maximums, individual customer pricing, charge types or even pricing groups. The system allows for standard or as needed pricing. Building pricing templates will enable you to make your profitability targets.
Reports	With wide ranging reporting capabilities information is at your finger tips.

For more information about Service Management in Microsoft Dynamics-NAV, visit www.dynamicsinfo.com.