SERVICE MANAGEMENT

MASTERPACK

BENEFITS

Record, monitor, and escalate service calls

Establish service contracts and logs

Monitor service calls

Escalates calls based on user defined priorities

Define Equipment

Raise invoices

Warranties

Masterpack Service Management Module provides a servicing system to manage service calls, service contracts, and non-warranty service contracts. Service calls can be recorded and allocated, using full onscreen monitoring. All aspects of a service job can be recorded and billed, while a full service history is automatically updated, and is easily accessible.

Service tasks can be linked, new service jobs created out on site, and product warranties recorded, maintained, and made available to service staff. Financial details including labour hours, parts and special charges can be viewed and booked, and billings can be produced from this information.

The Service Management Module is fully integrated to Microsoft Office products and the rest of the Masterpack package, allowing data to be examined and manipulated with ease.

FEATURES:

- Service contracts can be **warranty** and **non-warranty** contracts
- Services contracts can have varying **billing types** and **billing cycles**
- Service contracts can have **invoice** or **direct-debit** billing methods
- Ability to have **levels of contracts** (eg. Gold, Silver, Bronze), for each customer- This will effect the **response times**
- Within a service call a user can **raise new equipment** or services
- Service calls have the ability to link to **fault codes** and descriptions, which can be updated as the service call progresses
- Full **contact information** is available
- Automatic service call interrupts occur when stolen equipment or credit issues are involved

MBS

FLEXIBILITY, FUNCTIONALITY, INTEGRITY, SIMPLICITY

- Service calls optionally **allocate and despatch**
- Ability to consolidate **Service Calls**
- The ability to **link a service call** to another service call
- **Warranty** and **contract checking** from within the service call
- Links into normal Accounts Receivable **credit checking**
- The ability to set **coverage** in days and hours
- Accurate **equipment and location information** (Serial Number, zones etc)
- The ability to set **discounts, surcharges** and **annual rates per item**, and set effective dates
- The ability to have an **open call alert** by site
- **Service dockets** allow entry of all relevant information pertaining to the call and site
- **Manual** and **automatic escalation** of calls, which can have both entry and ceiling levels

EXECUTIVE INFORMATION SYSTEMS

- **Service Analysis** allows a maximum of 99 user defined files containing financial and statistical data, which can then be analysed by Masterpack or via MITS Data Modelling tool

INTEGRATION

- Integrated to all Microsoft Office products
- Integrated to all Masterpack modules
- Integrated to MITS Data Modelling for in-depth analysis of warehousing data


THE COMPANY

Meier Business Systems (MBS) is an Australian owned company that has been providing a broad range of computer support services and products since 1987.

MBS offers outstanding skills in operating system, hardware, database and network support. These skills complement MBS's activities in the application software development arena and together with a range of open systems and storage solutions, form the primary focus of all MBS systems integration and support activity.

MBS provides ERP and Supply Chain solutions that are leading edge and widely accepted throughout the world.
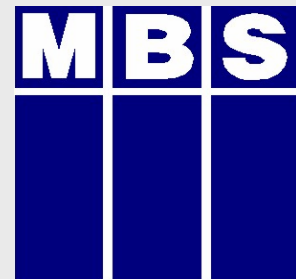
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Call Enquiry

Company	MEDT	Demo Company
Call No	3	Status 620 INSUFFICIENT INFORMATION
Customer	ANAE01	Anaesthetic Supplies Inc.

Contract

Serial No	21321
Model No	
Site No	
Address 1	Building A
Address 2	223-231 Red Hehhing Boulavade
Contact	Fred
Location	

Item	SA1000
Desc	LWT EMERG SV SM
Country	USA Postcode 18152
City	TEXAS State
GeoCode	
Phone	1 (282) 902-9822

Details: Leaking valves

Fault Code	03	SERVICE REQUIRED/DUE	
Type	SER	Service call	Call Ahead N
Priority	90	Not urgent	Call Date 13/12/02
Supervisor	BBLACK	B Black	Call Time 10:53

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FLEXIBILITY, FUNCTIONALITY, INTEGRITY, SIMPLICITY