

SybizVision

Service Manager

THE IDEAL SOLUTION FOR SERVICE-RELATED BUSINESSES

Sybiz Vision Service Manager (VSM) is a powerful Microsoft Windows®-based service call management module designed specifically with the needs of service industries in mind.

Sybiz VSM's flexible design and industry specific routines make it easy to process service calls. Sybiz VSM is the ideal time saving solution for service-orientated businesses such as:

- air conditioner sales/service
- electrical appliance sales/service and contractors
- IT/computer hardware/software
- photocopier lease/service and other service-orientated businesses



SYBIZ VSM BENEFITS INCLUDE:

Effective Management of Service Calls

Sybiz VSM's functionality is built around an extensively integrated service call management and accounting system. You can log service calls (from automated reminders or direct customer contact), allocate and schedule jobs to technicians, print job cards, assign materials and invoice jobs. In the process, all relevant account histories are updated.

Seamless Integration

Sybiz VSM is one of a range of industry specific applications integrated with the Sybiz Vision accounting package. This integration gives you many advantages, particularly with processing, as you need only enter information once. For example, a serial tracked item can be sold in the distribution system then automatically picked up by the service management system for warranty tracking and installation supervision.

Flexible Reporting

Sybiz VSM provides a multitude of reports which enable you to assess the performance of your business and staff and the status of your jobs. Extra reports can be created using popular report writing tools or one of our Authorised Business Partners can design reports for you.

Adaptability and Ease of Use

Like all Sybiz vertical solutions, Sybiz VSM is designed with your business in mind. Its ability to adapt to your business processes makes it an ideal choice. Your staff will be up and running with the software in no time, making it both a time and money saving solution for your service tracking needs.

Request No.	Task	Customer	Area	Technician	Logged	Scheduled
Call-0001	1	Demonstration Company	Christchurch	Mike Gamley	14:52 01/10/2002	14:00 02/10/2002
Call-0002	1	Demonstration Company	Rotorua	Brett Evans	14:55 01/10/2002	
Call-0003	1	Demonstration Company	Christchurch	Mike Gamley	15:00 01/10/2002	
Call-0004	1	Demonstration Company	Greymouth		14:56 13/10/2002	
Call-0005	1	Demonstration Company	Greymouth		14:57 13/10/2002	
Call-0006	1	Blakes Storage Services	Auckland		14:58 01/10/2002	
Call-0007	2	Demonstration Company	Christchurch	Anne Wood	15:17 08/10/2002	
Call-0008	1	Demonstration Company	Christchurch	Anne Wood	14:57 10/10/2002	
Call-0008	1	Surf Shop			15:22 08/10/2002	

Real-time Information

With the optional Sybiz VSM Mobile module, organisations operating Sybiz Vision Service Manager can send job information to PDA-equipped technicians and track the progress of jobs through information entered into PDAs in the field. Data is transferred in real-time over the internet through a PDA device.

Sybiz Vision Purchase Order Module

With the optional Sybiz Vision Purchase Order module, multiple purchase orders can be raised for any job or combination of jobs on one order. Deliveries can be placed against jobs before invoicing and then updated later with invoice details, allowing for real time processing.

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HOW DOES SYBIZ VSM WORK?

Log the Request for Service

When the customer calls, the service request is immediately logged in Sybiz VSM.

Allocate and Handle the Request

The job is then allocated to a designated person to perform the task and follow through on the request.

Allocate Labour and Parts to the Request

As part of servicing the request, stock and time are recorded in Sybiz VSM to monitor the full outgoings on a job.

Close and Invoice the Request

When it comes to invoicing the job, Sybiz VSM has automatically recorded all internal and external costs on the invoice.

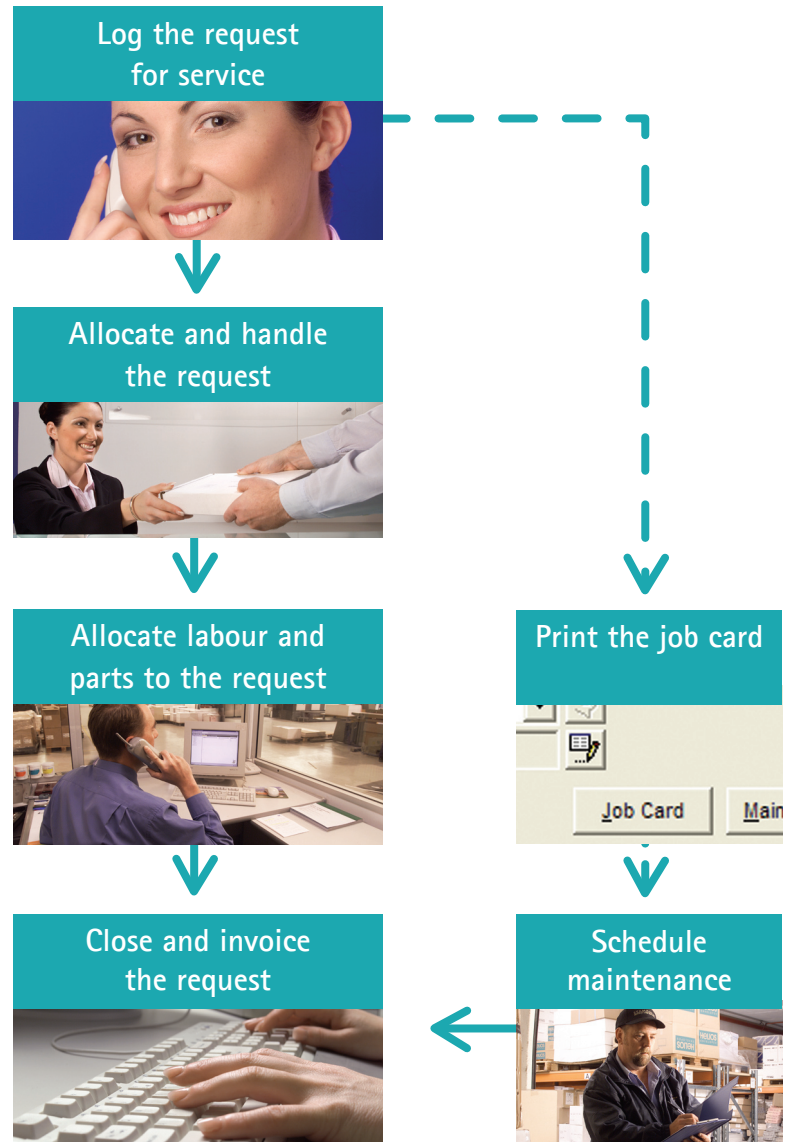
These processes are further divided into subprocesses which handle specific functions within each process, for example, periodic or scheduled maintenance of service items.

Print the Job Card

Once a task has been allocated, a job card may be printed and taken to the on-site call by the technician.

Schedule Maintenance

The operator is prompted that a scheduled maintenance is due on a particular piece of equipment.



Contact Details

Sybiz is a developer and supplier of business software for medium-sized businesses in Australia and internationally. With more than 30 years of industry expertise and continual innovation, Sybiz creates and designs software for globally orientated businesses.

For more information contact a Sybiz Authorised Business Partner or Sybiz:

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