



## e-Service Management Software

Customer Service has become an experience more than a dedicated department. Excellent e-Service software defines itself as being with the customer from start to finish so the company's after-sales service and support has to be as strong as its sales and the bottom line would continue to rise.



### e-Service Management Software benefits include:

- » Streamline service processes and activities
- » Better visibility into service operations
- » Reduce cost of service delivery
- » Optimized resource scheduling
- » Greater asset and equipment productivity
- » Improved service delivery, customer satisfaction & loyalty

e-Service Management Software provides the tools and information organization's need to manage post-sales services effectively from installing equipments and responding to service calls to coordinating service resources and providing ongoing maintenance.

### Specialized Modules:

- » Customer Management
- » Installation Management
- » Service Call Management
- » Service Engineer Reporting
- » Commercial Management
- » AMC Management
- » Inventory Management
- » User Administration
- » MIS Reports



e-Service management is fully integrated solution manages all service-related activities cost-effectively.