Equipment Servicing

Keeping track of all the important information about your equipment, customer equipment, equipment returned to the manufacturer, and equipment currently under repair is a demanding task. Equipment is constantly on the move and changing. A great way to keep control of your equipment is with SouthWare's Equipment Servicing.

SOUTHWARE EXCELLENCE SERIES >

17 259639 A	ntain Castence Egapment b	e.	
1 Coronal 1 *2 Cond T *3 Lina P 1 *4 Equip D C1195 5 Decisit T 3 Lina P 1 4 Equip D C1195 5 Decisit T 3 Lina P Lina P 10 In Service EV/07/03 11 Halor EV/07/03 10 In Service EV/07/03	200	Sentari of Europe of Mathématica Sector Danie Rocal de Na Custara et	
12 Phony I Time N/A Time N/A Time N/A Time N/A 11 Time N/A 14 Time	23 Crit Value 21 Scar Prior 22-Meter Billing 24 Commant	UNC 3/00.30) 1853.88 23.+01/ma	DE (LADARE) (Tractore) Hardes
FL_ Reconsulated has contact		Exchange Phillip	QKQence • • • •

Customer Equipment Record

BENEFITS

- Know the detailed service history for each piece of equipment you service
- Know the warranty dates on each piece of equipment you sell so you can bill service work accurately and know when to offer a service contract
- Keep track of a piece of equipment as it moves between customers or contracts
- Automatically schedule preventive maintenance service work on equipment that is under contract
- Price your service contracts based on rates per piece of equipment on the contract
- Instantly know whether a piece of equipment is covered by a service contract
- Make sure you propose a service contract on every piece of equipment you sell
- Keep track of metered usage on certain equipment
- Know the profitability and repair history of each model of equipment you service

Equipment Servicing handles the equipment tracking functions for SouthWare's Service Management Series, a complete system for service businesses. With Equipment Servicing you get thorough equipment records so you can provide great service and get paid for your service.

Features & Functionality

Standard Equipment Model Features

- Extensive standard information
- Manufacturer info
- Standard preventive maintenance schedules
- General warranty periods and warranty periods for up to 10 components
- Skills/training needed for servicing
- Contract pricing

Customer Equipment Features

- Track by serial #, tag #, or system
- Specific warranty dates based on model
- Sales information
- Loan, rent, out-of-service indicator
- Complete contract history
- Contract pricing information
- Complete history of service orders
- Meter reading history
- Billing, cost, and profit information
- Notes and optional Extended Data

Preventive Maintenance Features

- Up to 10 schedules per equipment model
- Based on time elapsed or metered usage
- Generate PM service orders for equipment

Meter Readings

- Option per equipment model
- Contract billing provides for base units and rate table for excess usage
- Unlimited history of meter readings
- Record initial, actual, or estimated readings

Interface with Return Authorizations module

- Track returns for credit, repair, exchange, warranty work
- Internal or customer-owned equipment

0 4 0	Lounch .			03
SouthWare	Service Manager		Last XM Update: 05.02.05 (80:4 Das Data Update	6
SUMMA INS	Service Cals Contracts Equipment Tasks Alerts		+ Best Task	
MO OPERATOR			000000 m	
00.34 on 10.04/05	Contomer Equipment Inquiry		Call - Inbound	
peri Alletz 1	# Contract Environment Records	Count	Follow Up	
	# Contract Epupment Records # Unexcipred Epupment Records	20		
My Taski Vise	# Equipment Warranties Expiring Next 30 Days		► Aug # Open S On per Day	
Current Service Orders	# Pending Return Authorizations		10-	
houres +	Esupment Servicing Analysis Report			
Scheduler Board	Preventive Maintenance Planning Report Vandor RA Turnaround Report		5	
Service Onter Reports	Sector and the sector of the s			
Contract Mgl Reports			0	
			1302 00ft	80.00
Equipment Svc Reports				
Service Onler Entry			Service Billings Last 39 Days:	p - 2
FVI Analysis			# Invoices 1 Invoices	5.00
AnswerReady			Margin %	00%
i Hele 🕨			Second Second Second	
y Help +				
			24	
		4 0	10/24/05	8

Service Manager Portal

Integration with Contracts and Service Orders

- Link to contracts and service orders
- Contract billing, service warranties

Interface from Inventory/Sales

- Automatically create service records for sold equipment
- Interface with parts Inventory, Purchasing

Equipment Servicing can help you answer such questions as:

- What equipment is under service contract to this customer?
- What warranties will expire next month on equipment that we've sold so we can offer service contracts?
- Which equipment models have had a poor reliability factor over the last 12 months?
- Do we have the parts we need to do the preventive maintenance scheduled for next week?

- Didn't we have this same problem with this piece of equipment a couple of months ago?
- How many excess units did we bill on this copier last quarter?
- Are we still waiting on an exchange unit to finish this service order?
- Which customer equipment records are not currently covered under a service contract?
- Is the fan in this unit still under warranty?



SouthWare Innovations, Inc. P.O. Box 3040 Auburn, AL 36831-3040 Phone: 334-821-1108 Fax: 334-821-1146

© 2006 SouthWare Innovations, Inc. All Rights Reserved. SouthWare[®] and TaskWise[®] are registered trademarks of SouthWare Innovations, Inc. SouthWare Excellence Series™, DocTransfer™, ExcelReport™, ExecuMate II™, Extended Data™, ImportMate II™, ReportMate™, SwiftMate™, SouthWare Forms™, SouthWare NetLink™ and SouthWare WorkFlow™ are trademarks of SouthWare Innovations, Inc.

www.southware.com