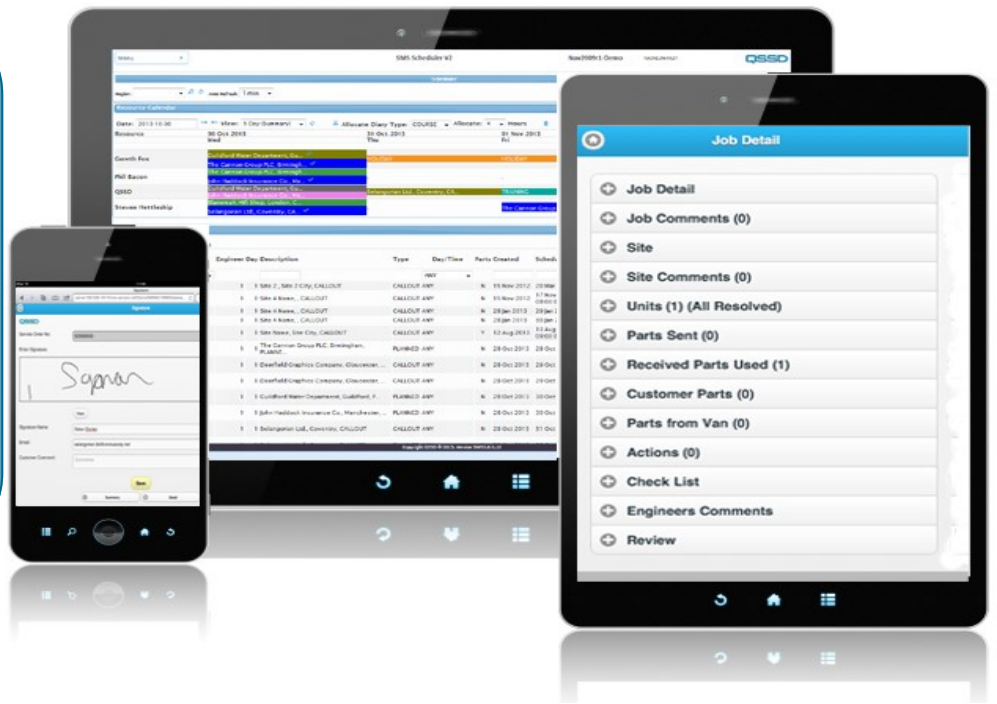


QSSD Service Management Suite (SMS) - *Delivering full service functionality to your business*

The QSSD (SMS) solution is built on the powerful Microsoft Dynamics NAV platform and supports your entire service operations team in their job roles. Featuring a wide range of tools our solution will handle a service request from the initial call, to the quote/order, to stock management and job allocation, to the engineer completing the job.



Features -

- Contract Management
- Call Management
- Stock Control
- Job Allocation through web calendars
- Mobile integration
- Finance Application
- Management Reporting
- Integration with hand held devices
- Offline and Online facility for Engineers
- Parts & Inventory Management

Benefits -

- Increased Customer Satisfaction
- Increased Revenue
- Greater Stock control and allocation
- Increased Employee Productivity
- Improved Cash Flow
- Greater reporting for all departments
- Better Inventory Management
- Improved Customer Response Times

A fully integrated service management solution the QSSD SMS gives all your staff visibility into the data required to carry out their jobs with greater efficiency.

All service requests are handled within the Dynamics NAV SMS area, and it is here where staff can raise sales quotes, set up service orders, handle parts inventory, billing and customer details.

The web based calendar gives service centre staff the visibility to easily view an engineers availability and schedule the right engineer for the job. Jobs can also be allocated to more than one engineer and are editable throughout the job until completion. Once allocated the engineer has instant access to all the job information via the job scheduler on their hand held device. As our solution works offline and on line your field engineers can work at ease wherever they are based.

" The QSSD Service Management Suite has given JS the means to be 20% more efficient in terms of admin time, therefore allowing contracts growth, without increasing administrative or Service Engineer staff costs. " Tony Fleming, Technical Director for JS Humidifiers