

SIX STEPS IN THE SOFTWARE SELECTION PROCESS



HOW CAN WE HELP WITH A SOLUTION FOR YOUR BUSINESS



Service	ABM Service Management is ideal for service companies who supply on-site service to their clients. It is applicable to a wide range of service industries such as equipment servicing, monitoring, field engineers, security, on-site services, tradesman and much more. The system allows tracking of a firm's personnel by time expenditure and revenue, monitors and dispatches calls to mobile personnel, logs client service history, and provides customer billing and reporting functionality.
Call Dispatch	Receive incoming service calls and collect all necessary information, including priority, charge, general and technical details, before relaying directly to the appropriate engineer or department. Engineers are able to be fully aware of a client's history, as well as trace a call from initial logging to completion.
Full Installation and Service History	Archive every installation and service including contract details, components installed, warranty details, service work, travel time, floor plans or layouts, call type, engineers assigned, and more... Retrace work history and use to reprint invoices or utilise the information for current jobs.
Stock Control and Tag Link	Integrate with accounting inventory, as well as track items for each installation such as serial numbers, suppliers and warranty details. Special prices can also be implemented automatically for specific clients or suppliers.
Invoicing	Create, and email, invoices for billing as well as record under a client's history for later retrieval. Generate automatic invoices for clients with maintenance or monitoring contracts according to billing terms, and easily view client account balances and credit limits.
Sheduler	Organising call out dates and times is made simple with an intuitive and familiar schedule/calendar system.
Link to Remote Engineers	Engineers can have controlled access via 3G/GPRS, thus providing a paperless solution for saving time. Customers can confirm call completion through electronic signature and invoices may be created on-site if necessary.

PLEASE ASK OUR SALES TEAM FOR OPTIONAL MODULE FEATURES

*THIS BULLETIN IS PROVIDED FOR INFORMATION PURPOSES ONLY. The information contained in this document represents the current view of Ajendico Pty Ltd on the issues discussed as of the date of publication. Because Ajendico Pty Ltd must respond to change in the market conditions, it should not be interpreted to be a commitment on the part of Ajendico Pty Ltd and Ajendico Pty Ltd can not guarantee the accuracy of any information presented after the date of publication.

INFORMATION PROVIDED IN THIS DOCUMENT IS PROVIDED 'AS IS' WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OR MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND FREEDOM FROM INFRINGEMENT.

The user assumes the entire risk as to the accuracy and the use of this document.