

## KEY BENEFITS

### BE IN CHARGE

Track and manage every detail of your service organization with Services Management for Acumatica. Share best practices, automate manual processes and track service inventory by integrating information, people, and resources.

### 100% CUSTOMER SATISFACTION

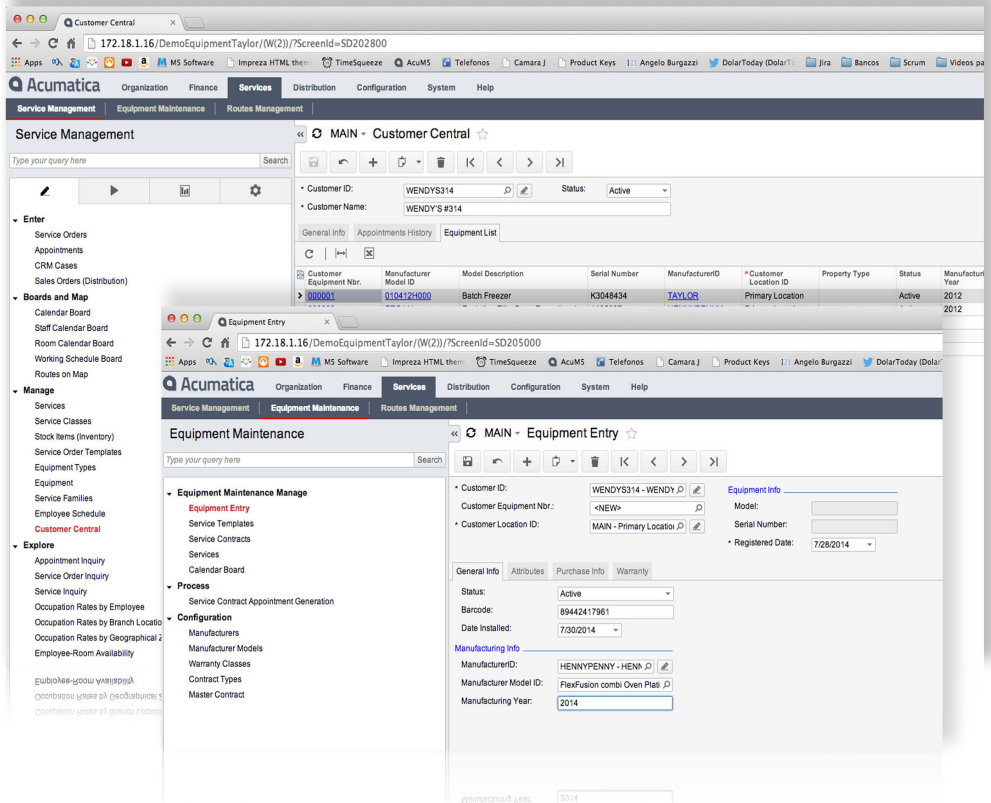
Quickly capture service needs, access customer site, and equipment information to shorten the time between call receipt and job assignment. Track resource commitments, match tasks to the best available resources, and generate work orders.

### COVER GROUND

Create daily or weekly schedules automatically or using drag-and-drop tools.

# EQUIPMENT MAINTENANCE MODULE

M5 Service Management offers the Equipment Maintenance Module; a tool that supplies to your customers tracking assurance of all products related to their business.



## KEEP TRACK OF YOUR SERVICE ORDERS BY EQUIPMENT

Acumatica Service Management tracks all details of equipment and products installed at your customers facilities. Tracks Manufacturer, Models, and allows to define schedules preventive maintenance service orders.

Customer equipment can be associated to Recurring Schedules, or Contracts.



Based on world class Acumatica technologies, Service Management Suite is extremely versatile and customizable, and can adapt to your ever changing and evolving business needs.

## ADDITIONAL FEATURES

<b>Scheduling, Dispatching and Call Center</b>	The Dispatch Calendar Boards are beautifully and cleverly crafted. Get the right people to the right service or job every time. Once you get an inbound call from a customer, quickly capture service needs and access customer, site, history, and resources information to shorten the time between call receipt and/or job assignment.
<b>Route Management</b>	Acumatica Service Management provides powerful tools for optimizing routes for your appointments. It filters your appointments in numerous ways, and plots in Google Maps the route for a particular Staff Member or Resource (Equipment or Machine).
<b>Service Contract Management</b>	Create and manage multiple service schedules per customer, then generate, project, plan and fine tune all the appointments using the Schedule Calendar Board in Staff or Equipment and resource mode to polish details about exact hours and days.
<b>Warranty Management</b>	Track Customer and/or Vendor parts that may need warranty with Acumatica's added Inventory functionality. Set up and detail your specific warranty offers for your customers. Service Management will allow you to specify which parts are under warranty so you'll never have to charge your customer for those parts.
<b>Mobile Service Management</b>	Keep your staff members connected with the Native mobile Android and Apple iOS (iPad) App so they be able to access service information and customer data with their fingertips, no matter where or when.
<b>Staff Dashboard</b>	Keep your staff connected through schedules via Internet Browser or Android App. Service Management will send SMS/Email to your staff on selected configurable events like bookings, confirmation of appointments, amongst others.
<b>Tools and Resources</b>	Service Management Module will allow you to schedule services that require special tools or resources that you might have in limited quantities. The system will track the quantities and will alert you if any tool or resources becomes unavailable.

## HIGH QUALITY STANDARDS

### SCHEDULING, DISPATCHING AND CALL CENTER

Connect your customers with the field staff, reduce the response times, lower costs, and much more.

### BUILT INTO ACUMATICA

Seamlessly integrated and built into Acumatica, Service Management maximizes and creates connections between Projects, CRM and Order Management, providing the ability to generate appointments for services derived from Sales Orders or CRM Cases.

### UP IN THE CLOUD

All applications are web-based, which means that users with appropriate privileges can access the system from any computer or device using all common web browsers. The server software can be installed on client premises or hosted in a datacenter.