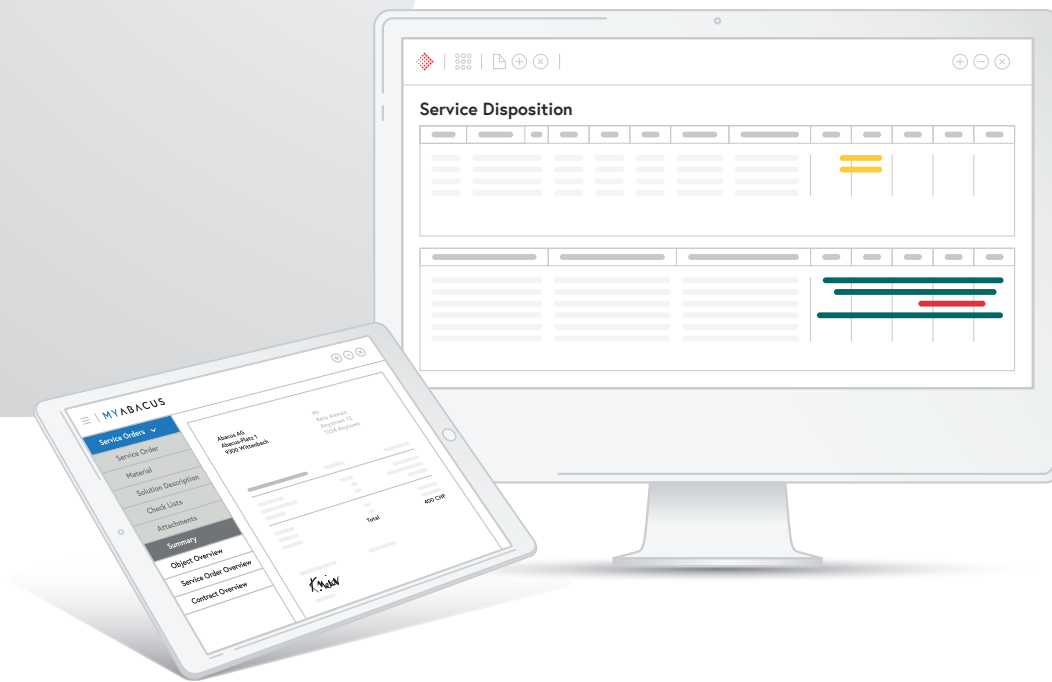


Service Management.

The software for efficient service companies



Position your company successfully in the service business with Abacus Service Management.

The service business has established itself as an independent product in many companies. In view of shortening product life cycles and intensifying competition, the costs for service and maintenance can no longer be calculated into production costs, but must be advertised and sold as a product.

Versatile

Due to its flexibility, Abacus Software can be used in the following areas:

- Classical after-sales business
- Maintenance of equipment and machines
- Service orders
- Licence management
- Ticketing for support

A professional service management brings your company numerous, sustainable benefits: service performance is improved, costs and personnel utilisation are optimised.

Integrated

The Service and Contract Management software is integrated into Order Processing, Project Management, Production Planning and Control (PPS), Payroll/HR and CRM. With the direct booking of transactions into Accounts Receivable, Financial Accounting and Cost Accounting, your data is always up-to-date and can be accessed at any time.

Service Management at a glance



Service orders

- Service Portal
- Graphic service disposition
- Checklists
- Service stock management
- Service history
- Invoicing
- Planned maintenance



Mobile data acquisition

- Service app for tablet
- On and offline entry
- Time and Service Entry
- Article and spare parts
- Checklists
- Online invoice creation
- Online payment per SumUp
- Object master data maintenance by the service technician



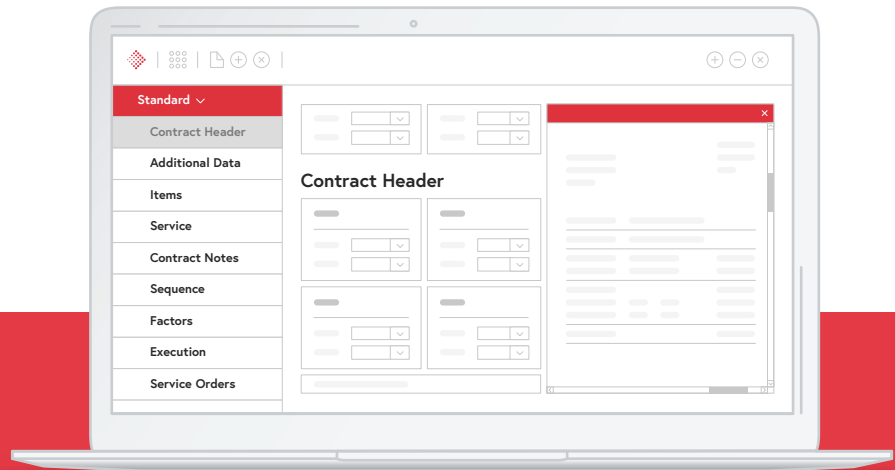
Contracts

- Offers and contracts
- Maintenance contracts
- Termination definitions
- Contract invoicing
- Maintenance execution cycles
- Expiration/renewal of contracts



Service objects

- Object master data
- Service customers
- Locations
- Object places
- Flexible object and installation structure
- Pending issues management
- E-Dossier
- Object history
- Measurement values



Your benefits

- Error messages and work orders can be viewed directly on the iPad
- Location-independent and immediate processing of orders
- Mobile reporting and direct invoicing and payment on-site by the customer

For more information visit us: abacus.ch/service-management

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