

Sage Evolution ERP Service Manager

sage



by Sage Pastel

Schedule and manage the servicing
of assets within your business

If your business deals in the rental and servicing of assets, you may find it difficult to keep track of the customer letting, repair and maintenance processes involved. Let us assist in streamlining these processes so that you can work more productively. Our Service Manager module gives you full control over the scheduling and management of any service asset with the automation of service requests, tasks and timetables.

Key Features and Benefits

- Effectively manage and customise customer service contracts with escalations and Service Level Agreements (SLAs).
- Schedule services or bill customers based on counter or period configurations.
- View asset history with regards to tasks scheduled, stock issued and technician timesheets.
- Track service asset warranties and service histories.
- Track the profit and loss on each task by integrating with Sage Evolution Projects.
- Manage technician schedules with the module's calendar style scheduler.
- Reduce paperwork by automating and managing service requests and service tasks.
- Process consolidated invoices.
- Report on and control all of the costs associated with servicing your assets.
- For each service asset model there is a Knowledge Base that can be populated with error codes specific to the model.

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