



Service

Jeeves Information Systems AB Box 1042 SE-101 38 Stockholm Tel: +46 8 587 099 00 Fax: +46 8 587 099 99 e-mail: info@jeeves.se www.jeeves.se

Jeeves Service helps companies who supply repair and maintenance services, to make their business and administration more efficient. The system is also ideal for companies who need support for the maintenance and repair of their own fixed assets.

Jeeves Service improves the control and makes more efficient the administration of service contracts thanks to the fact that the information is only stored in one location and that the service provided can be tracked both per customer and per product.

In contrast to most competing systems on the market, Jeeves' service modules also offer access to Jeeves EDM – document management. It's also possible to build in workflow for a high quality and efficient work process. Jeeves Service is contract-controlled, which means that prices and discounts can be managed per customer. Prices can be defined right down to the attribute level. To be able to quickly create pre-defined service specifications results in more efficiency and higher quality. Service technicians are continually updated on the warehouse situation concerning spare parts and can themselves initiate an order.

Contract controlled:

Connecting prices and discounts to the customer means that the user always works with the correct price, and saves time since they don't need to look up price details.

Individual items:

Possibility to separate work carried out per each item provides traceability and makes it possible to see which work has been carried out on exactly that item.

Repair object:

Collective term for items with the same properties, with the ability to pre-define the workflow connected to the pricelist. Means more efficient contract management and support for work routines. Also provides a basis for checklists.

Guarantee handling:

Incorrect invoicing is avoided since the system knows and informs whether or not there is a warranty.

Pricelist services:

No double registration and no double invoices since spare parts and time are specified on the same service order with the associated flexibility for service price-setting.



Jeeves

Option handling:	Better accuracy when price-setting thanks to the ability to define different process flows dependant on the object's attributes within a repair object.
Service-flow:	Pre-defined templates for which spare parts and/or work should be included. An example could be a 10,000 km service for automobiles. It's easy to define templates for repetitive tasks, which both saves time and reduces the number of errors.
Automate requests/orders:	Provides a more efficient work process between various functions using automation within the request. The system notifies when a purchase item is registered and request/order can be created.
Create planned service/maintenance:	Automates the creation of the service order with a planned date during the specified time-interval. Means higher quality for recurring maintenance work.
Integrated with Jeeves Warehouse:	Access to warehouse balance and to Jeeves' warehouse functions. Always provides consistent information concerning spare parts and therefore always the right time evaluation.
The e-Service web application:	Register or report service orders via the web interface. Makes it possible for the customer themselves to register and report problems and service requirements. The customer can also check the status of the reported matter.
Link to Jeeves graphic planning:	Provides a graphic representation of the planned service orders per service technician. Simpler and more efficient planning of incoming and ongoing work.