

Your Business close to your customer



Situation and challenge

Today manufacturers with their own customer service are under a great competitive pressure. Customer expectations regarding service levels in cases of damages or equipment replacements are high.

Our optimized customer service control center is THE advantage for time and location independent actions, supported by a knowledge and solution database. Our solution is usable online and offline on Notebooks, PDA's or Tablet PC's.

The simple and fast integration of data into backend systems (e.g. ERP, CRM, etc.) is a further keyrole of success.

Our customer service control center is designed for small as well as for large companies and therefore ready to run in each case.

Highlights ASS_Mobile Service:

- from the praxis for praxis
- Paperless process execution
- electronic forms
- spare parts logistics
- multilingual
- open architecture
- web-based
- graphic interactive planning module
- mobile PC and PDA for your service
- reporting
- ERP-complete integration



Process overview Mobile Service

- Order disclosure
- Notification collection, order processing, resource planning, dispatching
- Monitoring of field service activities and status changes
- Order completion confirmation (spare parts, services, working times, etc.)
- Materialsourcing and return delivery
- Driver's logbook
- Management of times absent / Time recording
- Free configuration of checklists (e.g. protocols, maintenance lists, etc.)
- Equipment management
- Expenses management
- Request of personnel for projects as well as for the support in the field
- Forwarding of sales opportunities for sales support
- Master data management
- Document management
- Management reporting
- Communication via email, fax, SMS and printerERP
- Routing and localisation
- System- and userview

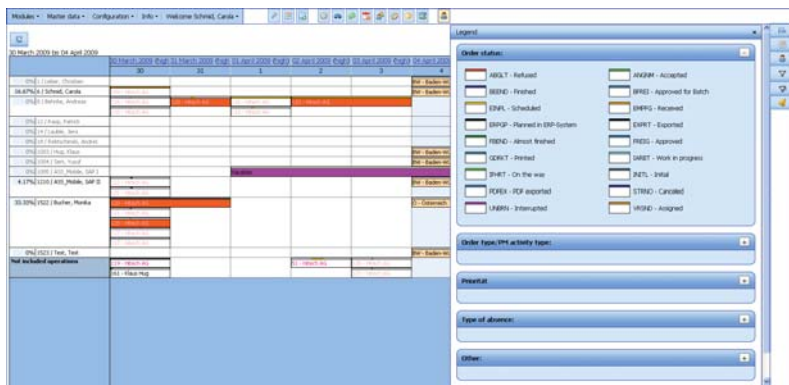


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Application areas and technological platform

ASS_MOBILE is the platform for mobile business. Developed especially for mobile field service, ASS_MOBILE offers the technologically mature platform for mobile business process scenarios (after sales, maintenance). ASS_MOBILE has especially been developed for the integration into ERP systems (e.g. SAP ERP). Nevertheless ASS_Mobile service can run stand alone without ERP integration, to support the operative service business immediately, already after a few days of implementation.

Functions of ASS_Mobile Control Center



Interactive and graphic planning table

