Jiwa⁷

ADAPTABLE ERP
BUSINESS SOFTWARE

SERVICE MANAGER

TRACK / QUOTE / COST

COMPREHENSIVE TOOLS TO EFFICIENTLY MANAGE ASPECTS OF OPERATIONS IDEAL FOR INSTALLATION AND EQUIPMENT SERVICING COMPANIES

JIWA Service Manager provides powerful functionality for call logging, tracking of equipment warranties, generation of work orders, recurring tasks, flexible time and billing options, billing for materials as well as time, detailed service reports and tracking of any type of service-related problem. The product/system/module/software is a fully integrated feature of JIWA Financials and is essential to any service-related business that prides itself in providing the highest standard of customer service.

The benefits of choosing JIWA Service Manager

- Gain greater control of your service personnel and the jobs they've been allocated.
- Make a favourable impression on your customers with effective communication and professional documentation of their service work.
- Extend your reach by allowing field service personnel access to scheduled jobs, client information and the entry of labour and parts online.
- Know where you're profitable by analysing your service performance, chargeable vs. non-chargeable jobs, work in progress and accounts receivable.
- Functionality may be extended with integration to the Internet or wireless technologies that enable field service personnel to track their own jobs, generate service invoices and update information upon the completion of jobs.

Automate your installation and service business

JIWA Service Manager helps companies automate their service processes. Staff can quickly log the details of each support call and refer to details of all outstanding support jobs in progress. This capability will raise the quality of a company's customer support and service.

Manage a project with multiple tasks

Organisations can set up different tasks that need to be done as part of a particular project. Tasks can be allocated to specific staff members based on their skills and experience. Management can monitor how well tasks are being carried out. Reports can be extracted to help service organisations analyse staff service levels.

Generate quotations

Businesses can generate service jobs directly from their quotations.

Tight security

Management can set up access rights within an organisation with three levels of security. Each user can be granted 'read', 'write' or 'no access' rights.

Complete handling of warranty claims

JIWA Service Manager alerts you when a piece of equipment is out of warranty. The customer's full service history can be displayed on screen.

Support and service packs

Technicians' and engineers' time can be purchased in advance, with the system providing an accurate record of how their time is used. There are several ways to view this information.

Company data is secure & in one place

JIWA Service Manager has been developed using the most up-to-date technology. All customer and accounting data is held in one secure Microsoft SQL database. This database is very robust and can reliably store an unlimited number of records. Users of a wide range of applications can perform rapid retrieval using the system's advanced storage and retrieval methods.

Up-to-date customer information for the sales team

JIWA Service Manager maintains detailed records of all work-in-progress and completed jobs. Sales personnel within a service organisation can have access to detailed information, allowing sales staff to discuss and collaborate on work being performed resulting in enhanced customer relations.

Access to job statuses

The system can automatically send emails indicating when jobs were logged, their progress and when they were completed. This functionality enhances the efficiency and professionalism of customer service.

Warranty

Warranty records can be maintained for equipment that has been sold or is being serviced. Users can produce a full record of all labour and materials used in relation to any piece of equipment, including the replacement of a piece of serialised equipment with another. Items can be serviced under warranty, with warranty-specific pricing applied to service invoices.

Invoice and order products in a matter of minutes

Administrative functions such as invoicing and ordering are automated. The system produces purchase orders for any required products, while accepted quotes are automatically converted to sales orders or service jobs.
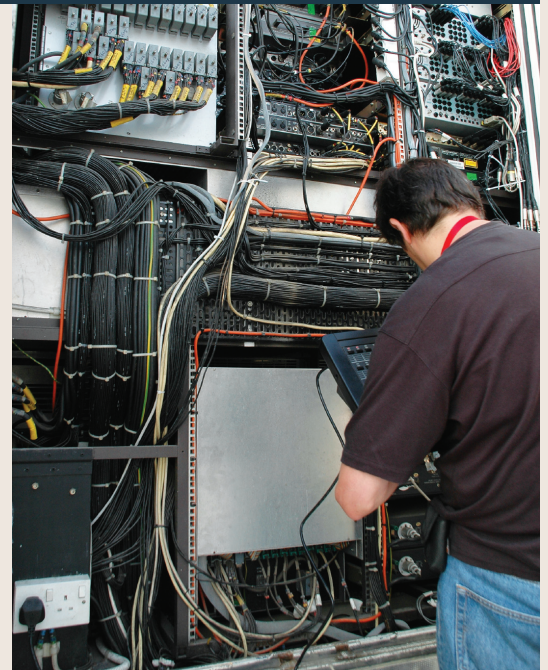
Reports

- Job to-do list
- Staffs labour revenue report
- Staff profitability report
- Daily billing report
- Inventory used by job report
- Support pack usage report
- Support pack unearned income report, and many more

AVC Computers IT network Integration, IT Solutions and Service Industry Wollongong NSW, Australia

JIWA Service Manager is used for the core of our business functions - tracking of professional time sold, jobs statuses and labour. Its job management, tracking, inventory and quoting functionality are all an integral part of AVC and I would consider that most service type businesses would not have this functionality. It has enabled our business to become more client focused, and assisted us in delivering superior service to our clientele.