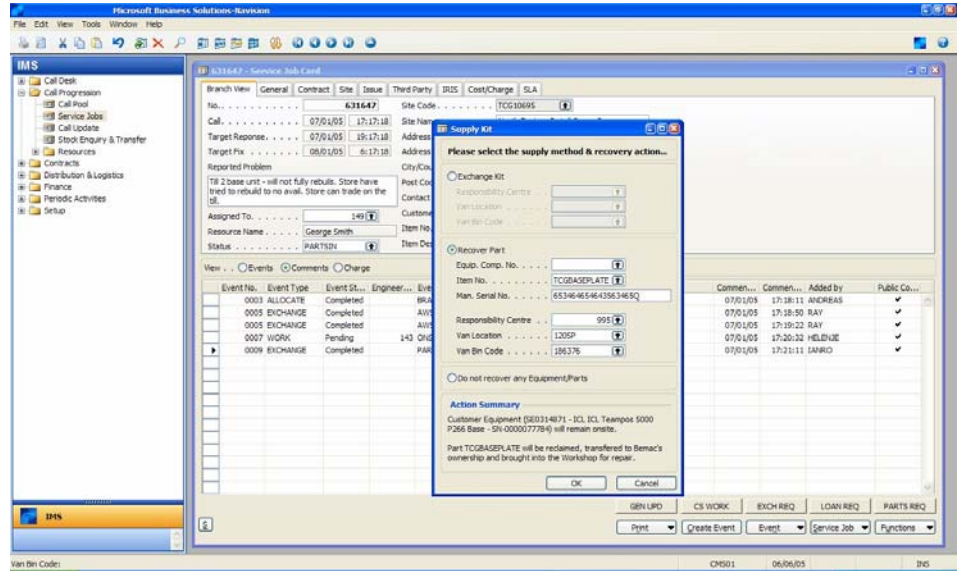


- PDA Connectivity to enable remote engineers to update the central system. PDA functionality also includes the ability to scan barcodes.
- Automated Email Workflow – an incoming service request email is automatically logged into IMS and subsequent emails can be automatically sent to engineers, managers, stores, etc
- Issue version numbers to contracts with user definable status that map onto system statuses.
- Add, copy, record and update contract version numbers, including single or multiple sites Contracts
- Quote and invoice contracts and produce schedules. Set up standing orders for contracts or parts thereof.
- Generate and record inspection dates to occur periodically that are automatically inserted into engineers' schedule.
- Ability to contract in or out other resources for back to back contracting.
- Automatic on the fly generation of maintenance contracts and elements of contracts, for example when parts are replaced or products sold.
- Hold history and record statistics for parts, Contracts, supported user contact and support problems.
- Addition of functionality to Navision Inventory module to allow automatic contract generation on sale and creation of training, inspection and installation events in operative's schedule.
- Extensive call logging with 'solve it on the phone' knowledge base features.
- Record information such as serial numbers, purchase date, location with in a site on any and all equipment.



- Parts, labour and parts and labour user defined warranty scheme with warranty recover subsystem to recover warranty expenses from suppliers.
- Comprehensive user definable maintenance event system with the ability to create multiple, work, travel, third part, cost, charge, parts, inspection etc. .system events each charged differently dependant on charge basis.
- Fully integrated to job costing module providing accurate cost/profit figures on all service work in the configuration desired by the user.
- Inbuilt event scheduling system for scheduling resources.
- Generate quotes from existing contracts, contacts or even on the fly.
- Link to customer Web sites, send-e-mail and link documents
- Integration to Navision Contact Management System (Enhanced version available, please ask for details).
- Incidence system with the ability to charge by the incidence if required.

