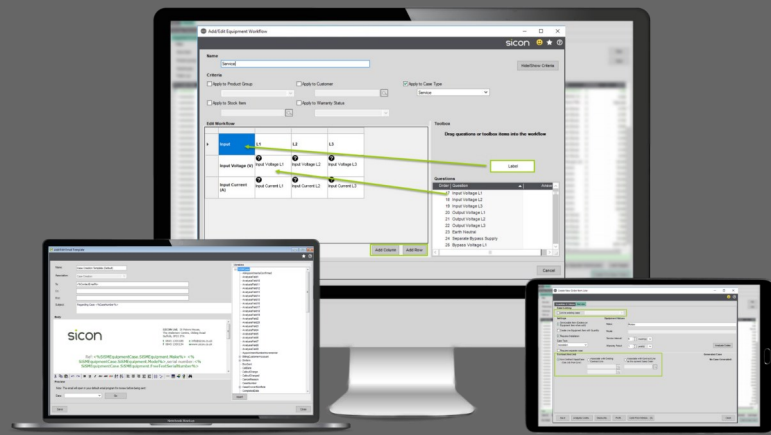




Create, process, track & bill service calls
within Sage 200



Service for Sage 200

Key Product Functionality

- Log Service cases against customers, with or without contracts, against equipment, locations and sub locations for specific contacts per case.
- Manage equipment under warranty or covered by a service contract. Full history of cases, equipment and the parts used on them.
- Assign service cases to a team (e.g. internal support for initial fix then on to external field service), allocate to an engineer and schedule using the flexible calendar.
- Allocate parts required for any service/repair.
- Despatch stock to external engineers or customer sites.
- Track service levels per case with colour coding and countdown timer to expiry.
- Setup contracts for warranty or chargeable service.
- Manage annual or periodic invoicing of contracts with deferred income (DI) management and monthly journals, included when using the Sicon Contracts (Contracts included in Sicon Service).
- Generate contract reminders and renewals ahead of renewal dates.
- Track profitability of Contracts and Service cases using the Sicon Projects module which is included in the Sicon Service package.
- Based on equipment service intervals regular visits can be generated as service cases.
- Engineers can be assigned postcode areas to allow simple geographical allocation of cases.
- The skills matrix guides cases to be assigned to the most suitable engineer available to fix a specific type of fault.
- The Engineer Diary Scheduler can show booked appointments, holidays, training and any other related tasks.
- Mobile Engineer Tablet Interface: Running on Android or IOS Tablets and offering both online and offline operation with sync of new cases.
- The engineer can update work carried out, issue parts allocated for the case or from his vehicle, and complete the case ready for the service admin staff to check, bill and close.

Licencing Summary

The Sicon Service module is installed and maintained within Sage 200, using Sage 200 user licences with no Sicon specific user licences required.

Reports are designed within Sage 200 using the built in Sage 200 report designer, meaning they can be amended to provide custom versions of the reports.

Written within the Sage 200 development environment using the Sage business objects and utilising the latest Microsoft technologies for user interface.

When Sicon Barcoding & Warehousing is installed, the Sage features are updated and these can be added to the Sage user menu's using the Sage System Administration tools.

Available to all Sage 200 users across all Sage companies at no extra cost.

The Sicon Service App requires a licence for each named external App user.

Find out more....

To find out more about Sicon Service, please contact your Sage Business Partner or contact Sicon direct on **0345 1300 188**.

Service Cases

Service Contracts: Each customer can have one or many items on a service contract. Each of these items can have a different service level and need to be dealt with in a different manner or severity indicator.

Logging a service case: In Sicon Service, logging a service case allows the selection of the customer, location, sub location and contact for the location and then the various items that are located on the site.

History: Each item will have a full drill down history available to view and show immediately if it is in warranty, under service cover etc.

Each service case can be assigned to an employee: This can be controlled by location, skill type or simple availability rules.

Logged service cases: These can be emailed to customers along with update notifications and actions completed.

Service Levels: These include committed response times to cases logged and the cover types which could be inclusive of parts & labour, parts only, invoice to customer etc.

Engineers: Each engineer is setup with a number of parameters that can be used when assigning service cases. These include the postcodes covered, the custom skill types of the engineer (associated with contracts), the availability of the engineer from his diary, holidays etc.

Outlook/Exchange Integration: Scheduled cases are assigned to an engineer within the service management module. Each engineer has an e-mail address and this is used to create an appointment record with details of all actions carried out for the service case.

Mobile Integration: Scheduled cases can be sent (based on configuration) to outlook/exchange and these will synchronise with most mobile devices. In addition to this a dedicated Sage 200 mobile workspace is provided to deliver more detailed information to the engineer while onsite.

Contracts

Contract Billing: Using the existing Sicon contracts management and billing module this functionality controls the contract reminders, invoice generation, deferred revenue management and other contract specific details

Contract Costing: Using the existing Sicon Projects module functionality to capture both cost elements and revenue postings over the life of the contract it is easy to identify contract profitability with detailed reporting and drill down functionality.

Regular Contract Visit: These may simply be for routine maintenance, calibration, servicing etc but these are setup as part of the service contract and internal reminders are generated to schedule these visits.

Customers: Each customer can have many service contracts, each contract can be related to a site locations and each location can include exact site sub location information.

Suppliers (Back to Back contracts): Allows the configuration of back to back service contracts with supplier details and service agreements held within a customer service contract. Back to back costs included in service contract costing.

Equipment

Equipment list: The customer equipment list will show all items associated with them. These can be items purchased through the Sage Sales Order Processing module, issued to them via stock control to the service contract, or added manually to the contract from the maintenance screens or import functions. Each item has the following attributes:

- **Location:** SOP delivery address + sub location at the SOP address.
- **Type:** Stock item, Free text item, Purchased.
- **Details:** Make, Model, Serial number tracking (linked to Sage serial numbers where enabled).
- **Contract:** Each item can be linked to a contract or held for information against the customer to be referred to at a later date.
- **Service Level:** Each item will have a service level, response time and default order priority.

Integration with other Sicon Modules

- **Sicon Contracts:** Deals with the setup and billing of contracts for the support of equipment or for services and contract line cover types pulls through to cases, when linked to equipment.
- **Sicon Projects:** Captures all costs associated with the contract and the service cases. Costs can be captured per service case or per contract or per customer on a non-contract project (This last option being our recommended one for non-contract customers). *NB: Sicon Projects integration must be switched on.*

Find out more....

To find out more about Sicon Service, please contact your Sage Business Partner or contact Sicon direct on **01284 722850**.