



# Service for Sage 200

Sicon Service is designed for businesses requiring a solution to track the servicing and maintenance of customers assets, whilst delivering full integration with Sage 200. The inclusion of Sicon Contracts provides companies with an area to manage the storage and billing of relevant maintenance contracts, including the levels of service covered.

This centralised view of customer assets provides clear visibility of key information, including warranty period, last/next service date and service history with parts used. Service Cases can be raised against these assets with appointments scheduled via the easy to use diary.

Details of engineer visits can be entered directly to the Service Case or this can be streamlined through the inclusion of an optional IOS and Android mobile app.\* This speeds up the processing of completed cases, whilst reducing data duplication with the app enabling an engineer to record pertinent information whilst onsite, such as appointment duration, parts used, job sheet questions etc. This information can then be synchronised directly into Sage 200 ready for the office to check, bill and close, making this a perfect solution for service based organisations.

\*additional purchase required, please see our website for more information.

## Key Features

- **Fully Integrated with Sage 200** | Sicon Service is written within the Sage 200 development environment using the Sage business objects and utilising the latest Microsoft technologies for user interface
- **Single Database** | This single view of information provides huge advantages, such as centralised stock management with engineer van stock set up as a warehouse location.
- **Service Portal** | Available as an additional module, the Sicon Service Portal provides customers with an area to view their asset information, log new cases and see the status of existing ones, all via a web browser.

## Key Benefits

Log Service cases against customers, with or without contracts.

Despatch stock to external engineers or customer sites.

Track SLA's per case with colour coding and countdown timer to expiry.

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 diary.

Filters available based on geography, skill, type etc. in order to help assign the right case to the right engineer.

Track profitability of contracts and service cases using the included Sicon Projects module.

Outlook/Exchange integration enables appointments with details of all actions to be carried out for the service case, to be sent to the engineers email address.

An equipment record can be automatically created upon Sales order is despatch.

Create appointment and equipment questions that can be completed on the mobile app.

Google Maps functionality is provided via Google API integration.

### Find out more....

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

**Sage Tech Partner**