

Equipment Servicing

When combined with its versatile Job Module and/or the CRM module, Ostendo's Service functionality can powerfully drive planned servicing, plant maintenance or breakdown servicing in a way that suits a highly diverse range of industries.

Service plans can be associated with your own pre-defined templates so that special materials or any other requirements will be built into the planning, ensuring nothing is missed.

Jobs can be dispatched to a mobile workforce who may then accept or decline the assignment. In all cases, you are always aware of who is working on what and where they will be next.

Ostendo also records all of the service jobs that have been raised for a particular piece of equipment, making service history records instantly available.

The screenshot shows the 'Customer Assets' interface with the following data:

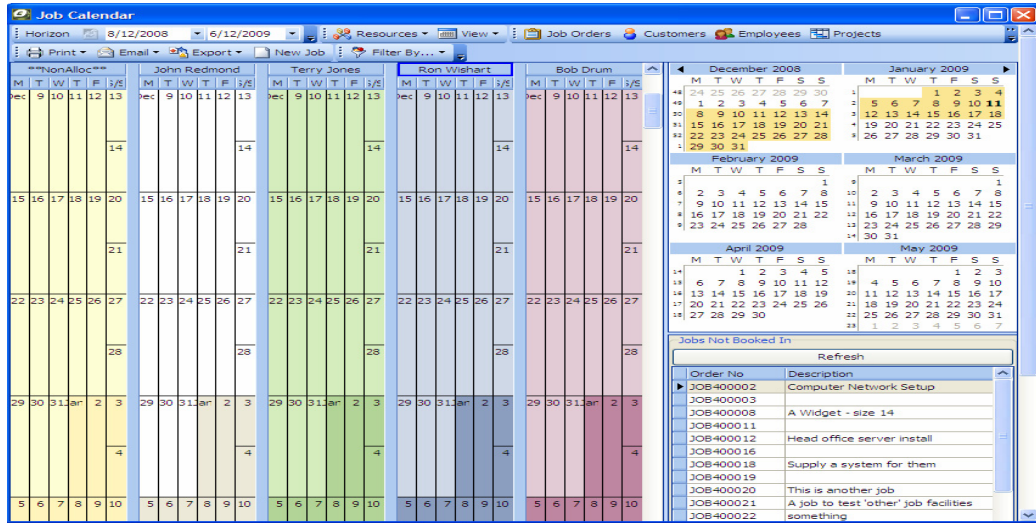
Order Type	Order No	Order Date	Status	Actual Cost	Planned Cost	Invoiced Nett Value
Service	SER400051	10/08/2007	Closed	\$182.75	\$89.00	\$292.75
Service	SER400081	27/02/2008	OnHold	\$0.00	\$89.00	\$0.00
Service	SER400088	13/07/2008	Quote	\$0.00	\$1,214.75	\$0.00

Warranty No	Description	Start Date	Expiry Date
19	36 Months Parts & Labour	21/11/2006	21/11/2009

The range of service plans available can be pre-defined e.g. 1,000 hours service, 2,000 hours, etc. If the customer has a maintenance plan set for a recurring fee then this can also be tracked. Any warranties issued are recorded for reference against claims.

A graphical calendar shows clearly where all resources are and where they are next planned for. Complementing this, the calendar also allows for splitting jobs across different locations and dates should a job task not be achievable in one single visit.

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Fact Sheets are available for a variety of industries & uses:
Manufacturing, Distribution, Point of Sale, Job Costing,
Complex Projects, Pricing, Suppliers & Equipment Servicing.
These can be downloaded from: www.epitome.com.au



When the service department looks ahead to see what work needs to be done, Ostendo can produce a series of planned service orders for each customer or piece of equipment out to a specified date.

Service Orders Required

Filtering Options
 Display service due by: 12/11/2009 Exclude services 'NotConfirmed' that are flagged as requiring confirmation

Select	Service Date	Confirmation Required	Confirmation Status	Asset Name	Asset Number	Customer	Description	Asset Type	Service Zo
<input type="checkbox"/>	15/07/2007	<input checked="" type="checkbox"/>	NotConfirmed	AC-8026(CA-134456)	CA-134456	Jim Gold & Co Ltd	Air Conditioning Unit - Model 26	Equipment	
<input type="checkbox"/>	28/10/2007	<input type="checkbox"/>	NotConfirmed	AC-8026(CA-134457)	CA-134457	Azure Products Ltd	Air Conditioning Unit - Model 26	Equipment	
<input type="checkbox"/>	28/01/2008	<input type="checkbox"/>	NotConfirmed	AC-8026(CA-134457)	CA-134457	Azure Products Ltd	Air Conditioning Unit - Model 26	Equipment	
<input type="checkbox"/>	24/02/2008	<input type="checkbox"/>	NotConfirmed	PC-6132(PC-18786125)	PC-18786125	Green Fingers Malay Ltd	PC Supreme 3.2 Ghz (Configurable)	Computer	
<input type="checkbox"/>	28/04/2008	<input type="checkbox"/>	NotConfirmed	AC-8026(CA-134457)	CA-134457	Azure Products Ltd	Air Conditioning Unit - Model 26	Equipment	
<input type="checkbox"/>	24/05/2008	<input type="checkbox"/>	NotConfirmed	PC-6132(PC-18786125)	PC-18786125	Green Fingers Malay Ltd	PC Supreme 3.2 Ghz (Configurable)	Computer	
<input type="checkbox"/>	28/07/2008	<input type="checkbox"/>	NotConfirmed	AC-8026(CA-134457)	CA-134457	Azure Products Ltd	Air Conditioning Unit - Model 26	Equipment	

Additionally, each planned order can be instantly confirmed or put on hold awaiting confirmation by the customer. Ostendo will generate an emailed or printed request advising the customer of the plan and track that request until confirmed, cancelled or if the date is changed.



Fact Sheets are available for a variety of industries & uses.
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