



INTRODUCING...

COMPLETE SERVICE

“The Professional Service Desk Solution”



COMPLETE SERVICE

OVERVIEW

Complete Service is the next generation of cost-effective service desk and field engineer co-ordination software. Complete Service slots seamlessly into any service department and can revolutionise your entire service operation.

Complete Service is the solution to all your service desk needs, from the initial customer call through to field engineer appointments and management reporting.

It is no longer competitive rely on outdated computer and paper based systems so a cost effective modern solution is required this is where complete service rises to meet the Challenge. The ground breaking architecture of Complete Service uses the latest object oriented technology to deliver a reliable, high performance product that is extremely easy to use and support.

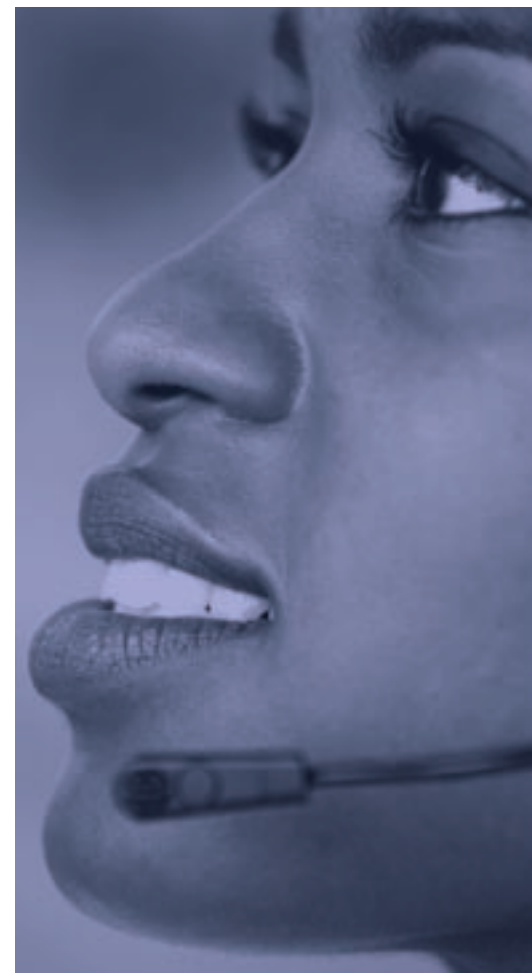
Complete Service is a robust service management software designed to manage all aspects of mid-to-large-sized Service companies. Complete Service greatly simplifies the daily tasks and procedures involved in running a busy service desk. You'll be able to run your business more efficiently and with fewer people—meaning you'll be able to run it more profitably

BENEFITS

- **Improve response times of service staff.**
- **Increase first-time fix rates with optimised van stock.**
- **Improve field engineer utilization using optimised route planning.**
- **Improve customer satisfaction by providing better, faster service.**
- **Empower field staff with mobile computing.**
- **Control service operation using comprehensive management statistics.**
- **Increase profitability with contracts module and automated customer reminders.**
- **Reduce\eliminate inventory wastage by employing state of the art stock control.**
- **Automate invoice production.**
- **Integrate service process into accounts department.**
- **Fully customisable system.**

“Complete Service has been essential in improving the efficiency of our service operation without increasing our staffing levels. The support from Fixzone staff has been the best I have encountered ”

Sammie Strollo, Service Manager,
Appliance Xpress.





“After searching for other available service management solutions Complete Service was the only solution available which matched our requirements perfectly. Complete Service has cut our costs in half.”

Garry Anderson, Managing Director
GB Domestic Appliance Repairs

SERVICE OPTIMISATION

In a service organisation the customer comes first and to be competitive a business needs to provide a fast response. At the same time a business must strike a fine balance between cost, revenue and customer service levels.

In many service companies field staff are often selected for a job based on postcode areas. This approach is very inefficient. Massive savings can be made by leveraging powerful optimisation techniques that utilise mapping and routing technology.

Fixzone has developed a fast and efficient system to route and select your field engineers for jobs in real time, based on the skills required, diary availability and the geographical location of your engineers. This system matches engineers to jobs based on current jobs already booked in.

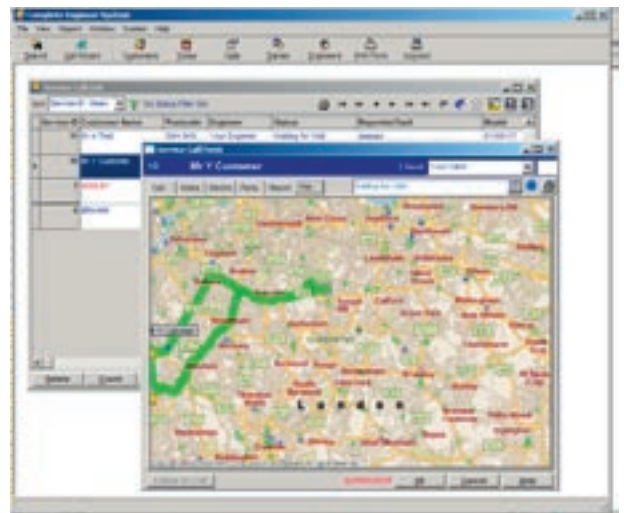
This system ensures that the best engineer is selected for every job saving your business fuel costs, engineer's travel time and allowing your business to book more jobs to your engineers.

There is no longer a choice in deploying service optimisation, it has now become a matter of survival. Every day your business does not take advantage of service optimisation your business loses money. Labour costs, fuel costs and efficiency are major components in service delivery. Fixzone has brought this technology within the reach of every service enterprise.

MAPPING AND ROUTING

COMPLETE SERVICE RENDERS ALL YOUR CALLS AND ENGINEERS ONTO MAPS. THIS IS A VERY POWERFUL FEATURE WHEN COUPLED WITH THE MOBILE FIELD ENGINEER MODULES. AS CALLS ARE COMPLETED AND UPLOADED IN THE FIELD COMPLETE SERVICE CAN TELL YOU WHERE EACH ENGINEER IS LOCATED IN REAL TIME ON A ROAD MAP.

ANALYSING THE ACTUAL COST OF JOBS IS A VITAL PART OF YOUR BUSINESS PROFITABILITY. USING MAPPING AND ROUTING COMPLETE SERVICE PROVIDES UNPARALLELED



information pertaining to each job. Each job records the fuel costs, travel time, job time and service desk staff time. This information is then available for management reports and analysis against job charges and contract prices.

CONTRACTS

COMPLETE SERVICE PROVIDES A POWERFUL CONTRACTS MODULE TO MANAGE CUSTOMER CONTRACTS AND LEVERAGE THE MAXIMUM LEVEL OF PROFIT FROM YOUR CONTRACT CUSTOMERS.

COMPLETE SERVICE WILL AUTOMATICALLY GENERATE THE CUSTOMER CONTRACT, RENEWAL REMINDERS, NEW CUSTOMER CONTRACT OFFERS AND GUARANTEE EXPIRATION REMINDER OFFERS. COMPLETE SERVICE TRACKS ALL THE APPLIANCES THAT YOUR BUSINESS COVERS ALLOWING EACH APPLIANCE TO HAVE INDIVIDUAL LABOUR AND/OR PART COSTS OVER A VARIABLE TIME FRAME.

IN ORDER TO MEASURE THE PROFITABILITY OF YOUR CONTRACTS ALL CALLS MADE ARE REPORTED AND ANALYSED USING THE CALL COSTS AGAINST THE PRICE OF THE CONTRACTS. THIS ALLOWS YOUR BUSINESS TO CONCENTRATE ON THE MOST PROFITABLE CONTRACTS AND WEED OUT THE LOSS MAKING CONTRACTS.



ACCOUNTS INTEGRATION

The final part of creating an exceptional service organisation is the production of fast, accurate billing and invoicing. Customer's expect detailed, user friendly, attractive invoices/bills. Accountants expect a seamless, accurate connection between your service desk and your accounts software.

To achieve this goal Fixzone has produced an accounts integration module that will allow invoices, receipts, purchase orders and sales orders to be exported to all major accounts systems.

- Quickbooks QIF exports
- Sage Line 50 export
- Sage Line 100 seamless API integration
- Access Accounts export
- Enterprise Exchequer seamless API integration

Invoices can be produced in the field for cash jobs and in batch for contract jobs. Each client can have a tailored invoice specific to their requirements and automatic calculations on labour charges and mark-up on parts used.

PARTS AND STOCK

All service organisations need parts for their field engineers. The availability of parts is central to your first fix rate and service desk profitability. Complete Service parts management can reduce inventory costs and increase customer satisfaction while generating more revenue.

Complete Service has a comprehensive stock module that controls your central stock and individual van stock for each field engineer. Orders for stock are controlled centrally and restocking performed automatically

“Complete Service has provided our service desk with continual year on year efficiency savings and consistently improved our service to our customers. Fixzone’s flexible support and development skills have allowed our service desk to achieve every goal we have set ourselves.”

Rose Jones, Service Manager, Baumatic Ltd.



including serialised and non-serialized items.

Report on stock levels, movements, losses, damage and distribution using a system tailored for your organisation. Stock is tracked from order through the delivery for fitting. Additionally, parts ordered but not fitted are tracked for later collection from the field engineer.

Complete Service provides you with a real time view of your inventory with a single click summary of stock costs and stock valuation.

Cross reference stock items can be entered and superseded stock automatically replaced by alternatives.

Alternatively, Complete Service has seamlessly integrated with Sage Line 100 stock system and Enterprise Exchequer stock system. Each of these systems provides a transactional, real time connection to control stock in locations for vans and central stock for parts orders.

- Streamlined processes means less time and money spent on administration of purchasing parts
- Reduce costs by only purchasing necessary stock
- The availability of the correct parts means Jobs are completed the first time reducing re-calls and lowering your costs.





COMPLETE SERVICE MOBILE

“The Professional Service Desk Solution”

Complete Service Mobile is the field engineer's module for Complete Service. Complete Service Mobile is designed to keep your service desk and field staff connected in real time. This system is available on two platforms depending on your field service requirements.

Complete Service Mobile connects centrally using state of the art web services and Fixzone's own SAEDI ('Service Appointment Electronic Data Interchange') system. This connection is made using any Internet connection including standard modems, 3G and GPRS.

FEATURES

- REAL TIME APPOINTMENTS THAT CAN BE CHANGED DURING THE WORKING DAY.
- SMS MESSAGES ARE SENT DIRECTLY FROM COMPLETE SERVICE TO THE FIELD ENGINEER MOBILES TO IMMEDIATELY PROVIDE CANCELLATIONS AND NEW APPOINTMENTS.
- ENTRY OF CALL SHEETS BY ENGINEER, REMOVING TEDIOUS RETYPING BY SERVICE DESK STAFF AND ALLOWING INVOICING TO BE DONE DAILY OR EVEN HOURLY.
- ON-LINE ORDERING OF PARTS FOR MAXIMUM TURNAROUND SPEED IN PARTS SUPPLY.
- CUSTOMER APPS DOWNLOADED FROM CENTRAL SYSTEM.

BENEFITS

- Improve field engineers productivity
- Reduce errors by providing field engineers with accurate up to the minute information
- Reduce telephone enquiries
- Improves response times
- Reduces paper work from fax based systems
- Validate calls on-site

RETURN ON INVESTMENT

- More jobs through your engineers
- Reduced telephone costs
- Reduced service staff time on enquiries
- Reduced paper and fax costs
- Fast turnaround increases cash flow
- Maximises use of resources
- Lowers cost of operation

POCKET PC VERSION

The pocket PC version provides a small form factor solution for field engineers. This simple solution eliminates the need for inefficient paper based processes giving you and your field work force instant up to date accurate information.

- Accepts customer signatures for confirmation of job completion.
- Easy to use drop down menus
- Access to appliance manuals and quick fixes online.
- Advanced security log on protects information
- Touch screens with stylus reduce data entry

LAPTOP VERSION

THE LAPTOP VERSION PROVIDES A COMPREHENSIVE SOLUTION TO FIELD SERVICE REQUIREMENTS. THE SIZE AND CAPACITY OF LAPTOPS ALLOWS FULL STOCK LISTS, APPLIANCE DATABASES AND MANUALS TO BE STORED AND VIEWED.

- APPLIANCE MANUALS AVAILABLE ELECTRONICALLY ON THE LAPTOP.
- VAN STOCK CONTROL WITH BIN LOCATIONS.
- EASY ACCESS TO COMPLETE CUSTOMER JOB HISTORY.



FIXZONE (UK) LTD
HIGHLANDS HOUSE
165 THE BROADWAY
WIMBLEDON
LONDON
SW19 1NE
www.fieldengineer.co.uk
PHONE: 0870 766 7674
E-MAIL: INFO@FIXZONE.COM