

MXP Service Management Suite

Give your business the competitive edge.

The relationship with your customer doesn't end when you send the invoice, and neither should the functionality of your ERP system. To support and retain customers in today's competitive market, a company has to deliver outstanding after-the-sale service at a reasonable cost. The MXP Service Management Suite (SMS) gives everyone in the organization access to real-time information on customer contracts, service history, field and in-plant service personnel, and all the expenses associated with delivering superior customer care. Turn your service area into a profit center and customer service into a competitive advantage for your business.

The MXP SMS tool:

- ▶ eliminates redundant work among departments
- ▶ lowers service costs for you and your customer
- ▶ improves decision-making
- ▶ provides better resource management
- ▶ enhances communications with the entire sales team
- ▶ allows for a comprehensive and streamlined customer support system throughout the enterprise.

With MXP Service Management, we're controlling service costs and improving customer satisfaction. It doesn't get better than that.



The MXP Service Management Suite (SMS) includes modules that provide a company-wide view of your service area, in real time:

Contract Administration

Easily define and understand all your service commitments directly from your desktop. Contract Administration lets you create custom Service Level Agreements, schedule Preventive Maintenance appointments, estimate service charges, and more.

Field/Depot Repair

Get support for all your field and depot repair operations. Field/Depot Repair provide full knowledge of your costs while optimizing repair schedules. The module lets you schedule, execute and record service activities and provides detailed control of service costing and pricing with consolidated billing, serialized equipment control and history, and graphical service order scheduling.

Help Desk

Resolve customer's issues in seconds! Help Desk is an online solutions database that delivers valuable information so customer questions can be answered quickly and accurately. Common questions and issues can be resolved while the customer is on the phone by searching the embedded knowledge base. For more complex problems, the system can automatically generate a field- or depot-repair order containing all the information the customer reported.

By overlaying SMS onto our other MXP modules, your business gains the added benefit of:

- ▶ Service-based financial tracking and reporting
- ▶ Service-inventory logistics management, including trunk stock capabilities
- ▶ Warranty management, both internal and vendor-based
- ▶ Returned materials (RMA/RGA) management for repair, replace, or return-to-stock

...and much more.

Contact us to learn more about how the MXP Service Management Suite can give your company the competitive advantage.