

# assistance.web

Il The web solution for companies that provide  
assistance, maintenance contracts and technical services



[www.assistanceweb.it](http://www.assistanceweb.it)

Ticket	N.	Data	Cliente	Indirizzo	Città	Contratto	Inizio	Fine	Durata
06/00002	1	30-10-2008	A.S. Naves	Corso Sardegna	Genova	Serviz	30-10-2008 14:45:12	30-10-2008 18:45:55	04:00
06/00004	1	03-11-2008	A.S. Naves	Corso Sardegna	Genova	Serviz	03-11-2008 10:00:00	03-11-2008 12:00:00	02:00
06/00005	1	04-11-2008	Sarben Snc	Via Barbaretti 15	Como	Serviz	05-11-2008 10:00:00	05-11-2008 12:00:00	02:00
06/00006	2	04-11-2008	Sarben Snc	Via Puri 90	Lazio	Serviz	07-11-2008 10:00:00	07-11-2008 14:00:00	04:00

## Usability

- Possibility to use the software everywhere and with any device connected to internet

## Simplicity

- Ease of use
- Intuitive and practical management
- Easy search tools

## Flexibility

- Users profiling to access software modules
- Operational roles definition with specific permits

## Security

- Users definition to login to the software
- Operational roles definition with permits to modules groups

## Multiplatform

- Java platform application
- Compatibility with any web browser
- Compatibility with most popular database management systems

Manage repair calls and assistances from everywhere and with any technological support

**Assistance.web** is the ideal solution for companies that perform support and maintenance and want to use the software at any time and everywhere.

With a simple internet browser the technician can see the list of actions to play or update the support service data at the end of the assistance, printing eventually the activity report.

The customer can add new requests and see the history of interventions.

Assistance.web can share files with the ERP Mago.Net to manage inventory, accounting and data relating to contracts / technicians which are updated in real time and immediately accessible by the staff remained in office.

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# The key for business success



## Users management

It's possible to define all users of the web application, giving them specific roles and types: each user can be configured in an appropriate way to see only data of his competence.

## Contracts management

In every contract you can specify:

- items / services offered;
- machines and industrial plants installed;
- length of the contract;
- amounts and deadlines;
- presence of spare parts under warranty;
- number of visits provided to the customer and work plans;
- fixed cost for support services (e.g. travel, call right);
- payment conditions;
- general conditions for the support (minimum billable, rounding rules for amounts);
- billing plans;
- management of digital documents related to the contract.

## Management of repair calls, support services and activities

You can accurately record the entire life cycle of assistance from the customer call, the reservation of activities, the allocation of technician, to the list of procedures performed to close a ticket, travel expenses charged to the customer and finally, to spare parts used by technicians with their serial numbers (if requested).

With planning you can easily manage the staff and operations.

## Spare parts management

You can specify for each activity a list of spare parts used by technicians and indicate whether they should be charged to the customer or not. The spare part can be properly identified by a serial number.

## Technical assistance module

Every technician, providing appropriate credentials, may access the web platform and see activities assigned to him and still to do.

The technician can add new intervention rows to a ticket already created, based on customer requests.

The work relate can be printed directly on the printer of the customer.

## Repair calls module for customers

You can give customers credentials to access the system, so you will have a control panel with several filters to extract and see activities done at the customer.

Entering each intervention, customer can view activities done by technician and, if necessary, he can reprint the work relate.

He can also have the opportunity to insert a new call, specifying his needs and problems encountered.

## Potential target

- Hardware stores
- Software houses
- Consultancy companies
- Household shops
- Body rental activities
- Renting activities
- Maintenance of plants and industrial refrigerators
- Repairs activities

