

assistance.net

The software for companies that provide assistance,
maintenance contracts and technical services

software solution for

Mago.Net



The management of post-sale services and human resources
has never been so simple and effective!

Assistance.Net is the professional solution for complete management, organization and analysis of post-sale services. The **high flexibility** allows to use the software in every size companies of several sectors.

The **integration** with ERP Mago.Net makes possible to manage the entire company with a single tool without having to replicate data.

The **easy of use** makes the management of processes very efficient.

The **functional completeness** allows you to have a valid analysis tool to monitoring the performance.

The software provides on-line modules for the management of technical support and repair calls, so you can delegate actions and controls, with significant reduction of time, costs and improving data quality.

Simplicity

- practice and intuitive management

Flexibility

- It's ideal for many sectors and companies of every size
- It's structured to meet several needs

Completeness

- Multiple contracts
- Management of tickets and repair calls
- Management of technical interventions
- Prepaid hours packages
- Management of repairs
- Management of serial numbers for items
- Management of industrial plants
- Management of press copies
- Billing plans
- Automatic procedure for integrated billing

Integration

- Complete integration with ERP Mago.Net

Web Extensions

- Module for technical management
- Module for management of repair calls

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Sit
Soluzioni informatiche

The needful assistant missing to your company



Staff management

You can manage both internal and external staff with biographical and training data, certifications acquired, area of competence, the hourly cost and the hourly economic performance (in order to determine the profitability of the technician). The inventory storage dedicated to the person allows you to manage the data handling of materials in use and installed by the technician during his activities.

Scheduled absences can be viewed in the graphic planning to define the optimal strategy to execute actions.

Management of contracts

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);
- preventive maintenance plans;
- 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 an assistance from the customer call, the reservation of activities, the allocation of a technician, to the list of procedures performed to close a ticket, travel expenses charged to the

customer and finally, the spare parts used by technicians with their serial numbers (if requested).

Interactive planning

It's the tool that lets you view the support services with their status (booked, confirmed, executed, canceled) and allows you to easily assign a technician to an activity (calls dispatching).

Spare parts management

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

Press copies management

You can define press formats and copies counters for each type of machine. You can archive in a specific form the reading of the number of copies and charge any extra copy (referring to the contract with the customer).

Integrated billing

Billing procedure is very simple thanks to a single centralized batch that summarizing: the lease contracts expired, the support services of the period, the spare parts to be charged to the customer, extra copies related to the lease of printers, prepaid packages of hours purchased in the period.

Controls, analysis and statistics

The software includes many report to:

- monitor the workload of staff;
- analyze company performance;
- verify the performance year by year;
- make comparisons between periods and exercises.

Potential target

- Shops and support services centers
- Software houses
- Consulting company
- Body rental activities
- Renting activity
- Maintenance of refrigeration equipment and industrial plants
- Repairs activities

