Sicon Service

Log service cases within Sage 200

Sage 200   **Development**   **IT Services**   **Cloud**   **Training**

- ☑ Log service cases within Sage 200
- ☑ Schedule engineers, allocation of stock and transfer of stock to engineers
- ☑ Manage profitability of call out jobs and service contracts
- ☑ Tablet interface allows service engineers to update cases remotely

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Designed specifically to enhance Sage 200 and fully integrated with Sage 200 financials, stock and order processing modules, Service is simple to learn and to use. Log service cases within Sage 200 to allow scheduling of engineers, allocation of stock and transfer of stock to engineers. Manage the profitability of call out jobs and service contracts. Tablet interface licenses available for service engineers to update case details, use stock, book time and complete work.

Sicon Service allows you to log service cases within Sage 200 to help manage and increase profitability of service contracts:

- Installed and maintained within Sage 200.
- Runs with all Sage 200 Companies at no extra cost.
- Available for all Sage 200 users based on permissions at no extra cost.
- Log Service cases against customers, with or without contracts, against equipment, locations and sub locations for specific contacts per case.
- Manage equipment under warranty or covered by a service contract. Full history of cases, equipment and the parts used on them.
- Assign service cases to a team (e.g. internal support for initial fix then on to external field service), allocate to an engineer and schedule using the flexible calendar.
- Allocate parts required for any service/repair.

- Despatch stock to external engineers or customer sites.
- Track service levels per case with colour coding and countdown timer to expiry.
- Setup contracts for warranty or chargeable service.
- Manage annual or periodic invoicing of contacts with deferred income (DI) management and monthly journals, included when using the Sicon Contract Manager (**Contracts** included in Sicon Service).
- Generate contract reminders and renewals ahead of renewal dates.
- Track profitability of Contracts and Service cases using the Sicon Job Costing module which is included in the Sicon Service package.
- Based on equipment service intervals regular visits can be generated as service cases.
- Engineers can be assigned post code areas to allow simple geographical allocation of cases.
- The skills matrix guides cases to be assigned to the most suitable engineer available to fix a specific type of fault.
- The Engineer diary scheduler can show booked appointments, holidays, training and any other related tasks.
- Mobile Engineer Tablet Interface: Running on Android, IOS or Windows based Tablets and offering both online and offline operation with sync of new cases.
- The engineer can update work carried out, issue parts allocated for the case or from his vehicle, and complete the case ready for the service admin staff to check, bill and close.

To find out how Paradise can help your business, or to arrange a demonstration, call us today on 01604 655900 or visit our website www.paradisecomputing.co.uk

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