



SyAcc's flexible service module enables you to automate your servicing department. Tracking of equipment and service resources geographically or by product line.

Features...

- Track all equipment sold by customer location, model, etc.
- Find at a glance all service history for a given serial # including billings for a full profit/cost analysis
- Automatic generation of preventative maintenance work orders
- Automatic generation of service contract invoices
- Track multiple machines/problems on a single work order
- Fully integrated with purchasing, billing, project management, Inventory, Labour management and the general ledger
- Flexible dispatch scheduling with day, week and month views by rep(s) and/or zone(s)
- The schedule can be easily adjusted through drag and drop
- User definable states with color coding for easy recognition
- Calculation of travel times
- Integration with MapPoint to allow display/printing of routes
- Service reps can be on-line with the head office through SyAcc's remote tablet PC interface
- Reps can view their schedule, display/update/print work orders, check inventory, etc.
- Customer signatures can be captured on site
- Dispatcher has real-time access to actual status of all open work orders
- Flexible costing/billing from actual times, piece rates, flat rates, etc.
- View capacities and loads quickly and easily
- Very flexible and highly customizable service templates allow you to customize the input parameters to your exact specifications
- Customizable warranty card templates
- Problem and resolution codes are user configurable by model
- View instantly the status of a job at any time
- Compare actual costs with estimates
- WIP is available in real-time and Flexible overhead calculations
- "Phantom bills" can be used for auto removal of raw materials
- Automatic creation of work orders through various scenarios