

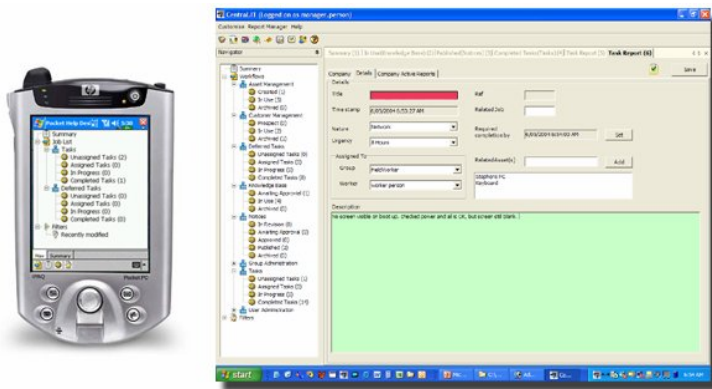
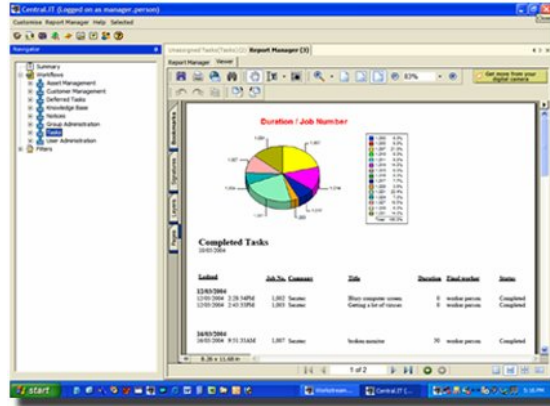
## Central Service Management Feature overview

### Asset and Infrastructure Management

If you find it a challenge to keep track of repairs and maintenance, looking after workers, contractors and outsource providers, then you need a simple to use but highly effective system to streamline the whole process and guarantee that tasks are handled by the right person at the right time, on time, every time. You can manage a wide range of infrastructure including;

- Telephone
- Lifts
- Machinery
- Computers
- Room maintenance
- Air-conditioning
- Electrical & lighting
- Software
- Vehicles
- Desks, chairs
- Plumbing
- Networks

The system automates selection of the right service person or group. The inbuilt report engine allows you to create an extensive array of reports to suit your needs.

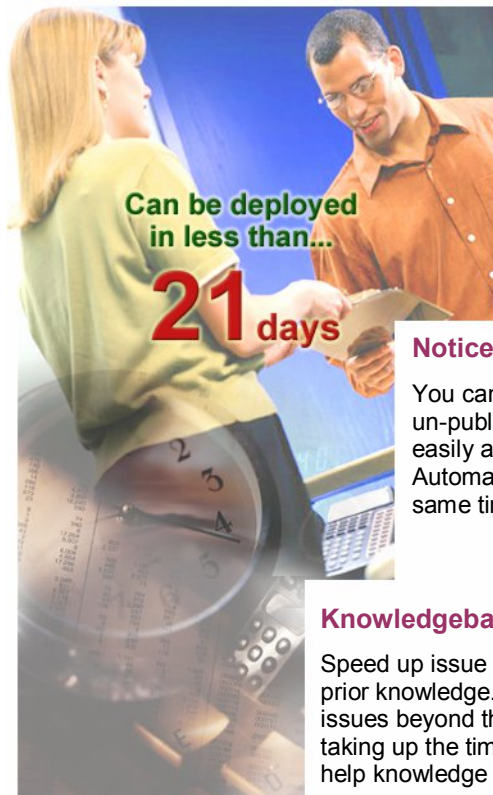


### Simple, fast and efficient

Data entry and job lookup can be performed from a desktop, PDA or web browser and is incredibly fast and efficient. All screens are logical and uncluttered, providing unparalleled flexibility, even though they are packed with advanced features.

Roles and access rights to each module can be defined for users, customers, contractors and service providers.

Every form has been designed to ensure maximum productivity and for fast access to related information. The system employs smart searches to make finding data quick and painless.



Can be deployed  
in less than...

**21** days

### Web reporting & follow-up

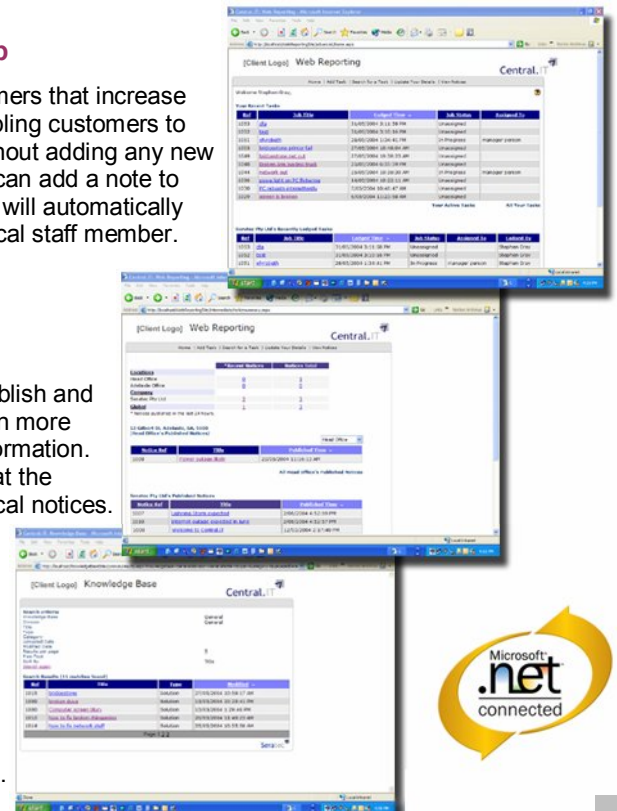
Extend services to your customers that increase productivity for everyone, enabling customers to access services 24x7x365 without adding any new operational costs. Customers can add a note to a previous report and the note will automatically be sent to the assigned technical staff member.

### Notice Boards

You can post notices with a specified publish and un-publish date and time, so that you can more easily advise customers of important information. Automatic bulk emails can also be sent at the same time to ensure customers see critical notices.

### Knowledgebases (multiple)

Speed up issue resolution times by drawing on prior knowledge. Low skilled staff can then solve issues beyond their personal expertise without taking up the time of the experienced staff. Self help knowledge can also be offered to customers.



## Central Service Management

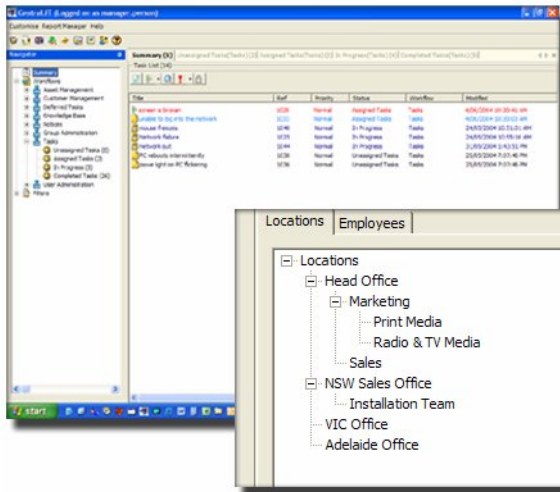
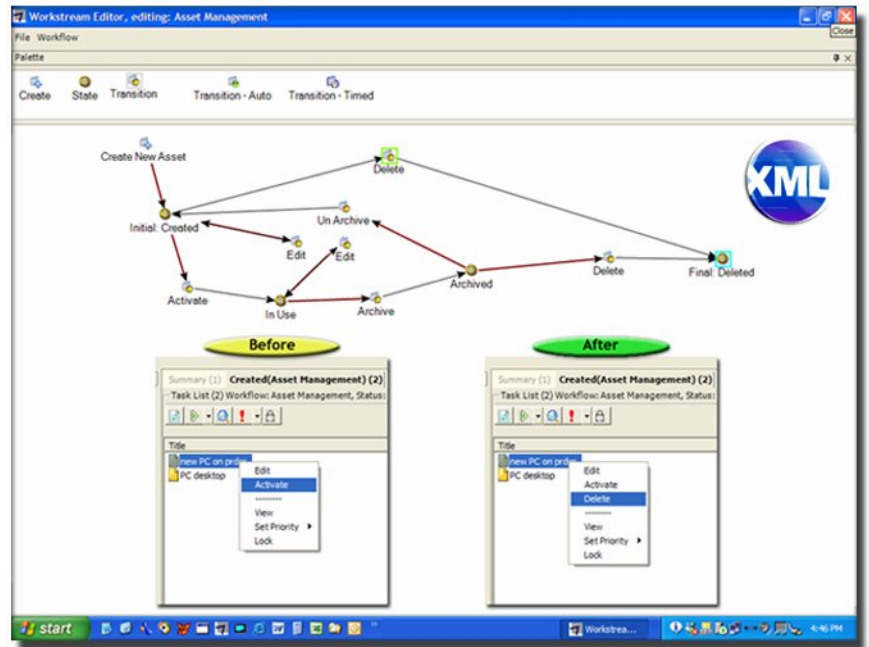
### Advanced Technology

The business rules behind **Central Service Management** are not hard coded into the application. Changes to business rules and process flows are made using a graphical editor, delivering instant results without requiring a restart of the application.

Designed to accommodate all the way from small to even the most global corporate enterprise with simple or complex business structure, including multi-time zones, multi-location staff or multi-group service departments.

Built on Microsoft .Net technology, the application is able to provide desktop access to virtually any global location, using any type of data connection, including the internet over 33Kbps dial-up modem.

**Central Service Management** takes the guesswork out of your task management and delivers solid return on investment.



### Escalation

Automated escalations ensure that no task is ever un-knowingly overlooked and that your service levels have the maximum chance of being achieved.

Escalation steps can be simple or complex, depending on task type, task priority and a host of other definable factors. Out of the box, the system provides a series of logical steps to ensure that everyone is given the opportunity to perform their tasks before escalating to supervisors or managers.

### Prioritisation

Tasks are prioritised to ensure that issues are dealt with in the most logical order. Task views can be customised to provide a clear view of the issues most important to each specific user.



### Notification

A whole range of automated notifications can be programmed to your requirements, so as to reduce the manual labour time taken keeping people up to date. Notifications can include emails or mobile phone SMS's.

### Groups & Outsourcing

Because you need the flexibility to change your business structure to meet your changing needs, Central Maintenance is designed to allow you to group your staff and customers in almost any structure that you require. If you outsource, the system can be programmed to automatically send specific task types to external organisations and can even allow them to have controlled access, so they can directly input their work progress.



Calculate the benefits

For more information call: **1300 851 866**