

## Service Manager

**JIWA Service Manager provides installation and equipment servicing companies with comprehensive tools to efficiently manage, track, quote, cost and invoice this vital aspect of their operations.**

JIWA Service Manager provides powerful functionality combinations of call logging, tracking of equipment warranties, generation of work orders, reoccurring tasks, flexible time and billing options, billing for materials as well as time, detailed service reports, and tracking of any type of service related problem. **JIWA Service Manager** is an integral part to any service related business that prides itself in providing the highest standard of service to customers.

JIWA Service Manager is a fully integrated feature of **JIWA Financials**.

### ■ The Benefits of Choosing JIWA Service Manager

- You will gain greater control of your service personnel and the jobs they are allocated
- Your organisation will make a professional impression on your customers through effective communication and professional documentation of their service work
- You will expand your reach by allowing field service personnel access to jobs scheduled, client information and the entry of labour and parts for jobs on-line through a web browser
- You will know where you are making money by analysing your service personnel performance, chargeable vs. non-chargeable jobs, work in progress, and accounts receivable
- JIWA Service Manager's functionality may be extended with integration to the Internet or wireless technologies to enable communication with field service personnel and to enable customers to track their own jobs, generate service invoices and update inventory on completion of jobs.

### ■ Automate Your Installation and Service Business

JIWA Service Manager helps companies automate their service processes. Staff can quickly log the details of each support call and refer to details of all outstanding support jobs in progress. The effectiveness and efficiency of a company's support and service is improved with this functionality.

#### **AVC Computers** IT network Integration, IT Solutions and Service Industry - Wollongong NSW, Australia

“**JIWA Service Manager is used for the core of our business functions - tracking of professional time sold, jobs statuses and labour. Its job management, tracking, inventory and quoting functionality are all an integral part of AVC and I would consider that most service type businesses would not have this functionality. It has enabled our business to become more client focused, and assisted us in delivering superior service to our clientele.**

*The system has unlimited interface capabilities therefore we were able to develop a staff intranet for staff to view and access data at any time. Instead of staff travelling to and from the office, they remain in the field, helping our customers. The possibilities are endless.*

*Our internal management has become more effective because everything is connected to one central system and this has helped our business prosper.*”

Mr. Stephen Chapman  
Technology Team Leader

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### ■ Manage a Project with Multiple Tasks

Organisations can set-up different tasks that need to be done as part of a particular project. Tasks can be allocated to specific staff members based on staff skills and experience. Management can manage and monitor how well tasks are being carried out and completed. Reports can be extracted to assist service organisations to analyse the service levels being provided and the effectiveness of staff.

### ■ Generate Quotations

Businesses can generate service jobs directly from their quotations.

### ■ Tight Security

Management can setup the access rights within an organisation. **JIWA Service Manager** has three levels of security, each user can be granted Read, Write or No Access rights.

### ■ Complete handling of Warranty Claims

**JIWA Service Manager** alerts you if a piece of equipment is out of warranty. Full customer service history displays with a click of the mouse.

### ■ Support and Service Packs

Technicians' and engineers' time can be purchased in advance, with the system providing an accurate record of how engineers' and technicians' time are used. This information may be viewed in numerous ways.

### ■ Company Data is Secure & in One Place

**JIWA Service Manager** is developed using the most up-to date technology. All customer and accounting data is in one secure Microsoft SQL database. The Microsoft SQL database is robust and can reliably store an unlimited number of records. Advanced storage and retrieval methods provide for rapid retrieval by users of a wide range of applications.

### ■ Up-To-Date Customer Information for the Sales Team

Detailed records of all work that has been done or is in progress for a customer are maintained. Sales staff who are involved in a service organisation can have access to detailed information, allowing sales staff to discuss work being performed thus enhancing customer relations.

### ■ Access to Job Statuses

The system can automatically send emails informing of when jobs have been logged, their progress and when they have been completed. The level of customer service is taken to a higher level of professionalism.

### ■ Warranty

Warranty records can be maintained for equipment that has been sold or is being serviced. A full record of all labour and materials used relating to any piece of equipment can be produced. This includes replacing a piece of serialised equipment with another. Items can be serviced under warranty, with warranty specific pricing applied to service invoices.

### ■ Invoice and Order Products in a Matter of Minutes

Administration functions such as invoicing and ordering are automated. Accepted quotes are automatically converted to sales orders or service jobs and the system produces purchase orders for any products required.

### ■ Reports

- Job to do list
- Staffs labour revenue report
- Staff profitability report
- Daily billing report
- Inventory used by job report
- Support pack usage report
- Support pack unearned income report, and many more

### ABOUT US

**JIWA Financials** has assisted a large number of small to mid-sized businesses in a diverse range of industries, including: technology, food, hardware, clothing and footwear, milling, white goods, stationery and office suppliers, importers, drug wholesalers, e-commerce sites and many others. **JIWA Financials** utilises the Microsoft SQL server for its database and is built on other award winning Microsoft technologies.

### CONTACT INFO

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