

Microsoft® Navision Attain®

Benefits:

When it comes to service, your customers have high expectations. You need to respond to customer requests with improved reliability and quicker response times. Microsoft Navision Attain CRM – Service gives you the tools to improve customer satisfaction. CRM – Service allows you to:

- Access customer service histories easily
- Anticipate customer needs
- Win customer loyalty by exceeding expectations
- Place tighter controls on costs
- Organize your resources for maximum efficiency

CRM – Service

Your customers expect great service, and you can't afford to disappoint them. Customer relationship management (CRM) is one strategy you can use to improve the level of service you provide to your customers. CRM-Service is designed to help you streamline all facets of service management from service contracts to inventory management.

50000004 PCs won't boot up - Service Order

General | Invoicing | Shipping | Details | Foreign Trade

No. 50000004 Service Order Type . . . HARDWARE
 Description PCs won't boot up Contract No. 4651
 Customer No. 40000 Response Date 04/26/02
 Name Deerfield Graphics Company Response Time 11:33:4...
 Address 10 Deerfield Road Priority High
 Address 2. Status In Process
 City Miami Responsibility Center . . . BIRMINGHAM
 State / ZIP Code . . . FL 34211-4332
 Contact Name Mr. Matt Winters
 Phone No./Phone No. 2 . . (333)555-9999 Notify Customer. . . . By Phone 1
 E-Mail matt.winters@deerfield.com

Service Item Group Code	Item No.	Serial No.	Description	Repair Status Code	Warranty	Fault Area Code	Symptom Code	Resolution Code	Response Date
PROCESSOR	80001	121001	Pentium III 533 MHz	FINISHED		2	5	1	04/26/02
PROCESSOR	80004	M890002	Pentium III 800 MHz	IN PROCESS	✓	2	5		04/26/02
SERVER	80006	AT73938372-01	Team Work Pentium 533 MHz	SP ORDERED		2	3	1	04/26/02

Order Line Functions Posting Print Help

Attain lets you evaluate the status of your service orders at a glance. See if items are under warranty, and see contract numbers, fault area codes and symptom codes.

Contract, warranty and service information is immediately available, saving customers the frustration of repeating information to service representatives over and over again. You can even offer your customers the opportunity to specify preferred technicians and service times. Respond to customer needs quickly and exceed expectations with highly personalized service.

CRM-Service also helps you control costs. Pinpoint the out-of-date, defective and expensive parts and service items in your inventory at a glance. More importantly, identify your most cost-effective parts and service items, as well as the hidden costs that may be affecting your operations.

To really be cost-effective, you have to plan ahead. CRM-Service gives you the tools you need to plan and prepare for future resource allocation. It helps you make good purchasing decisions because you know which orders need to be filled and when. You can identify service requirements in advance because you have accurate and up-to-date information on future demand. Avoid the surprise factor and focus instead on preparing your employees, inventory and organization for upcoming service orders.

Contact your Navision Solution Center to learn more about Microsoft Navision Attain. The experts there will show you how you can improve your business processes with this remarkable software system.



CRM – Service Product Overview

Job Scheduling:

- Schedule service jobs
- Automatically perform service-oriented tasks
- Perform automatic periodic checks open service orders and print them as a report

Planning and Dispatching:

- Assign personnel to work orders
- Assign service personnel and field technicians according to availability and skills
- Gain an overview of service load levels and service task prioritizations
- Handle task escalations efficiently

Service Contract Management:

- Set up service contracts with customers
- Create contract quotes and contracts
- Create contract renewals and contract invoices automatically
- Record details on service levels, response times, and discount levels of each contract
- Enable flexible invoicing of contracts
- Access contract profitability measurements instantly
- Access history of each contract, including associated service items, used parts and man-hours

Service Item Management:

- Register all service items and parts, including serial numbers, contract information, component management and BOM references
- Access the service level agreement information
- Track all components of a service item and view its status
- Perform cost analyses on service procedures and associated parts
- Improve troubleshooting capabilities with procedures for solving service issues

Service Order Management:

- Record after-sales issues including service and repair requests and service orders
- Automatically generate service orders, according to the terms stipulated in the service contract
- Enter critical information from call centers or repair shops
- Record ad hoc or one-off service orders

Service Order Management (continued):

- Create customers and service items on-the-fly
- Manage loaned equipment
- Access complete service quote and service order histories through the Service Order Log

Service Price Management:

- Set up, maintain and keep track of service prices
- Assign fixed, minimum, or maximum prices
- Set up service price groups
- Define price calculation templates based on service parameters
- Assign the correct price structure automatically according to the related service price group
- Generate service price group profitability reports and identify non-profitable vs. profitable service price groups

Operating System Requirements:

Microsoft Navision Attain supports graphical 32-bit technology and a genuine client server, multitasking environment.

Client:

- Microsoft® Windows® XP
- Microsoft® Windows® 2000
- Microsoft® Windows NT® (Intel) version 4.0, SP6a
- Microsoft® Windows® 98, Second Edition

Server:

Microsoft Navision Attain Database Server:

- Microsoft® Windows® XP NT® (Intel) version 4.0 SP6a
- IBM AIX version 4.3.3 on IBM pSeries machines (RS/6000)

Microsoft SQL Server:

- Microsoft® SQL Server™ 2000, Service Pack 1 or later

Field	Value
Contract Line Amount	132.00
Annual Amount	132.00
Invoice Period	Half Year
Next Invoice Date	08/01/00
Amount per Period	66.00
Next Invoice Period	08/01/00 to 01/3...
Last Invoice Date	
Automatic Credit Memos	<input checked="" type="checkbox"/>
Invoice after Service	<input type="checkbox"/>
Detailed Contract	<input checked="" type="checkbox"/>
Detailed Ledger	<input type="checkbox"/>
Combine Invoices	<input checked="" type="checkbox"/>
Contract Lines on Invoice	<input type="checkbox"/>
No. of Unposted Invoices	0
No. of Unposted Credit Memos	0
No. of Posted Invoices	0
No. of Posted Credit Memos	0

Maintain service contract information with the flexibility to automate the renewals and invoicing.

Microsoft Business Solutions

Navision US
3505 Koger Boulevard, Suite 400
Duluth, GA 30096
Toll Free: 800-552-8478 Main Office: 678-226-8300 Web: www.navision-us.com

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NAVISION
The Way to Grow

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