

PFW IntelliDealer

Product Support: Equipment

Manage all aspects of your equipment inventory

Key Features

- Easily and effectively manage equipment-related data
- Maintain all of the information related to each piece of equipment and keep inventory descriptions accurate
- Increase the knowledge base of your sales staff through in-depth equipment details
- Manage the movement of your equipment inventory, and track where and why it is being moved
- Keep pace with increased equipment sales and rental numbers
- Oversee data related to service agreements

Equipment provides a comprehensive management point from which to view and maintain your equipment data, assisting your product support's effort to improve your customers' dealership experience.

PFW IntelliDealer Product Support Equipment is integral to your dealership's effort in meeting customer needs with regard to equipment handling. As it is imperative that you are able to efficiently manage your fleets and maintain – or improve – customer-service levels, service problems such as incomplete equipment information and confusion regarding your inventory should be eliminated. All of this is critical when you consider that your product support effort – and its relevance to absorption – is redundant unless market penetration is achieved. Product Support Equipment helps you effectively manage information regarding machine location and its movement and use, as well as machine specifications, options, and parts. An improved knowledge base for equipment inventory is a high priority, as your Product Support Sales Representatives will be more “equipment savvy”, and therefore offer improved customer service.

In order to improve your product support efforts, PFW IntelliDealer Equipment provides dealership staff with a wealth of logically-presented equipment data.

GPS Integration

PFW's Global Positioning System (GPS) interfaces allow you to keep track of your equipment inventory that is on the move. PFW IntelliDealer is interfaced with a variety of suppliers' GPS systems that are located on the machine, and can pick up information from the unit itself for items such as machine hour meter readings, geographic location, and current engine status.

Sales Support Portal

Part of PFW's Equipment module, the Sales Support Portal offers a single-screen dashboard that displays a high-level overview of based on each sales associates customers to easily manage sales tasks and drill-down to view specifics about each of their customers.

System Requirements

- Windows® Vista Business, 2000 or XP Pro SP2 Operating System
- Processor and memory size based on Operating System recommendations (or greater)
- Internet Explorer 5+
- Ethernet Ready
- IBM® Power6™ recommended, scaled by number of users
- 8 GB RAM for server or greater, depending on number of users
- VPN access to server via Internet
- 512 Kbps remote store connection, determined by number of devices
- Current PFW system release
- Current IBM OS release
- LANSAS® License

Request More Information

If you would like more information, please visit www.pfw.com or contact our Sales Team at (519) 474-3300 ext. 230 or sales@pfw.com.

Increase Equipment Management Potential

Product Support Equipment helps you manage all aspects of equipment distribution and give your customers the answers they need. The equipment profile allows you to maintain your equipment inventory and access critical details such as costing, machine hours, configuration, PFW eServices sales information, machine history, and make and model information. Your product support personnel are empowered by Equipment's easy access to a depth of information, such as machine specifications, supplier and financial information, base and option prices, attachments, parts, and machine images or other multimedia.

Accurate equipment quotes are critical to customer service, and these quotes can include trade-in details, parts, and miscellaneous charges. You can convert the quotes directly and easily into an invoice once the customer accepts the quote, and a built-in interface simplifies quote accessibility through PFW eServices.

Product Support Strength

Your product support effort is made more professional through the quality invoices that can be produced. This is also useful in that all of your invoice information is stored in one place, making your dealership more organized and efficient. As well, quotes can be accepted into invoices, and efficiency is created here, as re-keying is not necessary. All accounting entries are handled as well – in order to meet all of your invoicing needs. Invoice history is also available and lets you perform an invoice search by date, invoice number, type, or customer. You can impress your customers with your ability to fax, print, or e-mail their invoices.

Equipment also allows you to quickly set up and maintain service agreements, which help ensure that your sales and service staff maintain regular communication with their customers through the scheduling and performance of maintenance, the definition of the programs to be sold, and the assignment of equipment to the agreement.

Shipping transportation methods are more complex and critical than ever, and with Equipment, your product support team can keep pace. All of your shipping details can be kept current and organized, as well as the movement of equipment through traffic receipts, allowing you to post shipping, stock, and customer site information, and add descriptive comments. You need to know where your shipments have gone, when they went out, who shipped them, and when they were received and, with Equipment, you do.