

PFW IntelliDealer

# Product Support: Service

An array of management perspectives from which to boost customer service

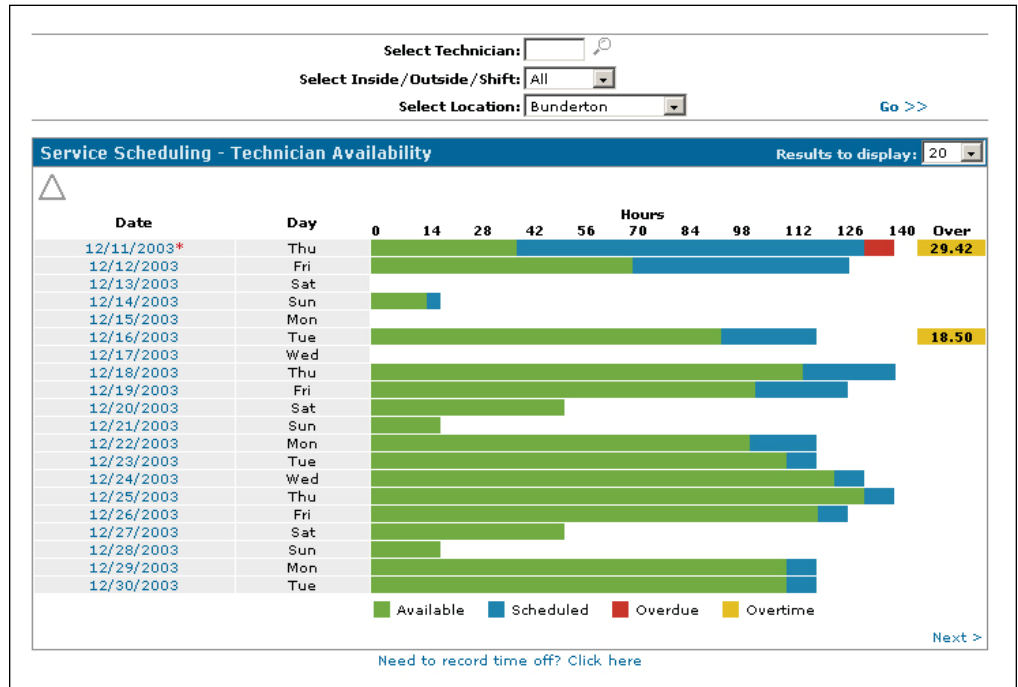
### Key Features

- Quickly set up and maintain service agreements – to be used internally or sold to customers – by first defining the programs, then assigning the equipment to the agreement and easily creating work orders for scheduled jobs
- Utilize graphs in order to determine service technicians' availability
- View the status of the work areas in your shop, and which work orders are assigned to that area
- Keep all of your shipping details current and organized, and keep track of the movement of equipment by generating traffic receipts
- Look up the hours, dollars, parts, labor, segments and work orders that technicians have charged within a specified period of time
- Perform an invoice search by date, invoice number, or customer

Superior service is an important factor in what keeps your customers returning to your dealership. With PFW IntelliDealer's Product Support Service, enhance your dealership's customer relations by keeping service details more organized, accurate, and complete.

PFW IntelliDealer Product Support Service helps you deliver the quality product support that is integral to the interaction between your dealership and your customers. A product support department's goals should be to reduce operating costs for owners, protect the residual value of equipment and, ultimately, provide an adequate return on the product support investment. The broad goal is the proper operation of equipment, and therefore dealerships need to have the necessary equipment and parts available – and a flexible and integrated management system to oversee this.

Service aids in the optimization of service labor, and helps to increase the quality of your product support program. With Service, dealership staff can form better relationships with their customers through the delivery of better and more timely service, and by overseeing the finance and administration of product maintenance programs.



PFW IntelliDealer allows for the efficient management of product-support resources—which creates a positive impact on your customers.

## IntelliTech

PFW IntelliDealer IntelliTech is a browser-based time-management and information system that streamlines processes for service technicians, enabling them to more effectively perform their jobs.

Through the quantity and quality of information that is available, IntelliTech gives technicians more power to service machines and also view historical information, in order to aid diagnostic processes.

With IntelliTech, supervisors can improve their service-management control by obtaining work-order assignments, work-in-progress, work-order warnings, and log-history information, and can set limits on log outs. Managers can also set access parameters on information, and obtain relevant information such as the technician assigned, order number, description, start date and time, and elapsed time – in order to know where technician time and effort is being utilized.

## Manage Service Data

A high-quality source of information is available with Service, a source that includes data concerning machine population, detail, and usage, customer profiles, technician availability, work-order reconciliation, resource management, shipping, and equipment tracking. Included in Service is service work-order maintenance, management and technician views, a flexible and integrated quoting system, the implementation of job codes, time card and work-order integration, service agreements that help you meet your dealership's service-labor potential, and the tracking of the current and historical movement of equipment.

Efficiency increases, and the consequent dollar savings, are attainable through Service, as it allows you to keep track of the service-time associated with – and the details of – work orders. As well, Service gives your technicians views of a wide range of information, with full detail such as machine service history, work-order history and work-order summaries. In order to simplify the work-order generation process, you can define job codes. Also, stay up-to-date on work in progress, and work-order details like customer information, work required, and the dollar value of the order.

## Improved Customer Relations and Retention

Service helps you coordinate technician schedules, which smooths operations, increases efficiency and, through its included work-order assignment capability, assists the service department in cleaning up stray work orders, which reduces customer callbacks and frustration. As well, create accurate equipment service quotes – containing labor costs, required parts, and miscellaneous charges – and relay them to your customers by creating orders in PFW eServices.

## 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](http://www.pfw.com) or contact our Sales Team at (519) 474-3300 ext. 230 or [sales@pfw.com](mailto:sales@pfw.com).