



SMS

Ver 1.0.1

A Comprehensive Service Center Software



OVERVIEW

Service Center Management System (SMS) is designed and developed for Service Centers. This Software is Integrated, Multi-user, Online and Modular in structure. SMS will run on a LAN environment Using Visual Basic as front end and MS SQL Server / MS Access as database on back end.

SMS features and benefits are –	
1	Online Complaint registration
2	Online Complaint Enquiry
3	Control Information of services functioning
4	Service related MIS information
5	Automated service store related functioning
6	Interface To Financial Accounting
7	Inventory maintenance
8	Minimize inventory carrying cost
9	Ensure effective functioning of all departments

Service Management System has four distinct integrated functional areas. This activities of these as follows:-

Module 1 - Front office management
Complaint Registration
Complaint Query
Job Order Generation
Module 2 - Service Management
Field Service
Work Shop service
Outstation Service
Module 3 - Store management service
Spares issue and receipt
Material Inventory
Dispatches
Module 4 – Billing
Billing Job Order
Spare Counter Sales

Service Management System operates on all the above four modules, and integrates the service system and procedure to be used in service management

MODULES

Module 1 - Front office management
Module 2 - Service Management
Module 3 - Store management service
Module 4 – Billing

Front Office



Front office is an intermediary between the customer and the actual servicing activities. Customer's and Dealer's complaints are registered over telephone or directly at the front office (Reception) at service center. Compliant details are logged and assigned a unique job number , which is intimated to the customer. Equipment received for servicing at the service center are acknowledged with a job order receipt. Further reference to the complaints are made by the unique job order / complaint number. The system also maintains all details related to jobs in progress, delivered and completion. Front Office System is an integral part of the service management system.

Front Office system caters to the following objectives of a service center -

1. Registration of field complaints over phone directly
2. Registration of workshop complaints and print job orders.
3. Query on particular job status and pending jobs
4. Reports on sets delivered, complaints list, call sheets and analysis.

Service Management



Service Management is primarily responsible for the services done both at customer's site and services centers. The service coordinator allots the fields complaints registered to various technicians who then attend the call, generate service reports and submit to the coordinator to update the call status.

Workshop complaints are allocated respective of each product. This allocation is also done manually by workshop supervisor depending upon workload and complexity of the complaint. The service technician, on his job complaints, update's the status of each job order allotted to him and submits his daily reports to the supervisor

The supervisor and service personnel are supposed to update the system on daily basis so that status of any job is known at the front office in case a customer enquires about his complaints

Service management module caters to the following objectives of service details.

1. Allocation of complaints (Field, Workshop, Outstation)
2. Job done detail
3. Re allocation of complaints
4. User Spare regularization

Stores management



Stores management controls the movement of spares whether incoming or outgoing i.e. controls all type of issue and receipts. This provides online stock at any given point of time. Stocks availability are maintained at various stages like, system stock , suspense stock, tool kits stocks etc.

Store module caters to the following objectives of the service center:

1. Generation of material receipt notes
2. Acceptance of direct issue, Suspense issue, tool kit issue.
3. Regularization of material issues on consumption against complaints
4. Generation of material indents
5. Generation of dispatch notes
6. Maintenance of tool kits

Billing



Billing module is primarily responsible for the billing of services, spares, and sale of spares.

Billing module caters to the following objectives of the service center-

1. Service billing (Field & workshop)
2. Spare billing (Consumed in servicing)
3. Spare sales billing (Direct sale of spare)
4. Generation of service journals and income statement.
5. Daily Cash Sheet

SERVICE SYSTEM ADMINISTRATION

The service system administrator is used to maintain the references data used by the service management system software. The process and utilities for the service management system are also contained in the system.

System administrator module caters to the following objectives of service system:

1. Maintain of reference data (master, list etc.)
2. Run month –end and year end processes for store and billing
3. Generation of various report files to be transferred H.O./ Branch
4. Perging of data from files
5. Re- Indexing of files
6. Provision for modification and updation of masters and references data.
7. Control on Use of various modules by different operators.