Return & Repair Suite™

Service Management Software for After-Sales Product Support

ServiceCentral provides Reverse Logistics, Service and Repair Management software solutions to streamline workflows and track product though the entire service chain. Our implementations are designed to meet your business needs with components to manage end-to-end operations or select portions of the process.

- **RMA**
- **Returns Mgmt**
- **Triage**
- **Repair**
- **Refurbishment**
- **Quality Assurance**
- **Warranty Claims**
- **Inventory**
- **Receiving/Shipping**
- **Loaners**
- **Exchanges**
- **Field Service**

Benefits

- Accelerate revenue growth and support scalability with faster service/repair cycle times, improved user productivity and reduced errors.
- Achieve cost savings in personnel and operations by automating, streamlining and connecting your entire business.
- Improve expenditure and opportunity cost decisions with efficient workflows, product and parts planning, and easy to use reporting tools.
- Realize the highest level of warranty entitlement revenue with our automated manufacturer approved claim processing system.
- Reduce support costs and increase customer service and loyalty with easy data access and real-time communication via web, email and text interfaces.

Features

Customizable User Interface
Build each work order screen to display only the content pertinent to the current step of the workflow and applicable business program. Multi-language UI capability enables global use.

Unlimited Workflows and Custom Fields
Configure unlimited custom workflows and custom data elements for unique business programs and product service requirements.

Data Validations
Ensure data integrity by enforcing the collection and validation of required information at the workflow points determined by business need. Create unique data validations for each business program.

Intelligent Configuration and Administration
Robust system administration tools enable users to configure the application and make changes as needed to support unique and dynamic business requirements without changes to core code.

System Access Flexibility
Complete control of security role creation and feature/function access, enabling unique views for all user types; customers, call centers, service counters, repair depots, manufacturers, etc.

Ad Hoc & Standard Reporting
Create the reports your business needs with flexible, user-customizable ad hoc reports or parameter driven standard reports. Complete access to all data elements.

Management Dashboard
Real-time graphical reporting with drill-down views to the lowest level of data for key performance and operations metrics, including work in progress, user productivity and product repair analysis.

Fast Data Entry
Support of barcode technology and fast data entry methods to ensure and enable accurate high volume processing.

Warranty Management
Automate warranty claims processing based on manufacturer specific requirements. Leverage product and repair data to best aid manufacturer relations.

Integrated & Custom Solutions
Standard set of web services support integration to your CRM, ERP, and other business systems. Our Custom Business Logic framework enables maximum customization without costly core code changes.

Call: 800.620.1301
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Return & Repair Suite™

Service Management Sofware for After-Sales Product Support

ServiceCentral has software solutions for all service business models

Retail Stores • **Service Counters** • **Repair Centers** • **ASCs** • **Call Centers** • **Online Channels**

Streamline Service & Repair Processes

Gain control over all operations with the ability to create and update unlimited custom workflows and work order screens. Create custom fields, configure status flows and determine data elements to display and validations on each work order screen. Support each different business program with a unique workflow, data capture and validation set to realize maximum efficiencies and achieve excellence in customer service.

Gain Real-Time Business Insight

Reach new levels of insight into the entire service organization using with our expansive set of reporting tools. Real-time graphical dashboard displays, standard reports, Ad Hoc tools, and replicated database capability enable the extraction of any data element at any time without impacts to system performance. Schedule report creation, determine format and delivery options, and control user access to specific reports and level of data.

Enhance Customer Service & Communication

Online interfaces and automated electronic notifications provide customers with instant access to the status of their repair or service request. Enable service agents with the tools to provide fast, factual answers to customers by having instant visibility to work orders, FAQ sections, product history, previous interactions and service activity. Coordinate shipping and communications with internal and third party service facilities.

Manage Equipment and Parts

Enable personnel at retail sites, super stores and customer service centers to track seed stock and issue exchange and loaner equipment. Manage parts ordering, inventory, and consumption to ensure proper stock levels and support auditing and billing. Configure validation schemes down to the model level to ensure the capture of correct serial number information and warranty entitlement.

Optimize Warranty Management

Automate manufacturer warranty claims to reduce operations costs, maximize claim acceptance and increase warranty revenue. Our software validates warranty information at the time of repair to ensure compliance with model, manufacturer and program requirements. ServiceCentral has warranty packages available for many common manufacturers and can quickly create packages for other manufacturers. Administrators can also develop custom warranty extractions.

Supported OEMs

Hosted or In-House
Our premier hosting facility ensures operational reliability 24-7.
In-house options are available.

Fast Deployments
Hosted solutions provide faster, easier & cost effective deployments.

Professional Services
All projects are assigned a team of professionals with product and industry expertise to ensure success.

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ServiceCentral Solutions | **Service, Delivered!**