

# ServiceXtreme

for Sage MAS 500 ERP

*Express Edition*



**Manages the key service operations for improved productivity and efficiency.**

**Service Management & Invoicing**



**Express Service Orders, Resource Scheduling & Dispatch**



**Asset Management & Plant Maintenance Functions**



**Customer History, Warranty Tracking & Business Analytics**



## Speeds Information Flow

ServiceXtreme software speeds the information flow between business units to accelerate performance and help organizations achieve service excellence.



## Improves Efficiencies

The right service management system improves efficiencies by increasing throughput, decreasing transaction costs, and helping to monitor critical numbers. Service personnel can respond quicker, utilize resources more efficiently, schedule and dispatch technicians best suited for the job and proactively schedule preventive plant maintenance.

**Increased employee productivity & improved resource efficiencies create a timely return on your investment.**

## Acts as Delivery Mechanism

ServiceXtreme acts as a delivery mechanism for your products and services to build customer loyalty and sustain a competitive edge. SM-Plus will help you deliver quality products and services with a profitable return.

### Key Benefits:

*Reduce cost of service & warranty repairs*

*Respond faster to customer inquiries*

*Better manage resources*

*Increase service revenues*

*Better manage inventories*

*Reduce equipment downtime*

*Increase productivity & employee morale*

*Match skill sets/certifications with service orders*

## Provides Information, the Source of Power

In order to respond quickly to customer inquiries, service personnel need access to the right information. ServiceXtreme transparent information infrastructure provides access to all pertinent information leading to better decision-making.

## Creates Corporate Value and Stakeholder Wealth

With ServiceXtreme as a product and service delivery mechanism, you'll see a timely improvement in productivity and efficiencies, creating impressive bottom-line results and return on your investment. Perhaps more importantly, you'll increase customer satisfaction by improving the entire service experience.

