



ULYSSES® Suite

Service Management

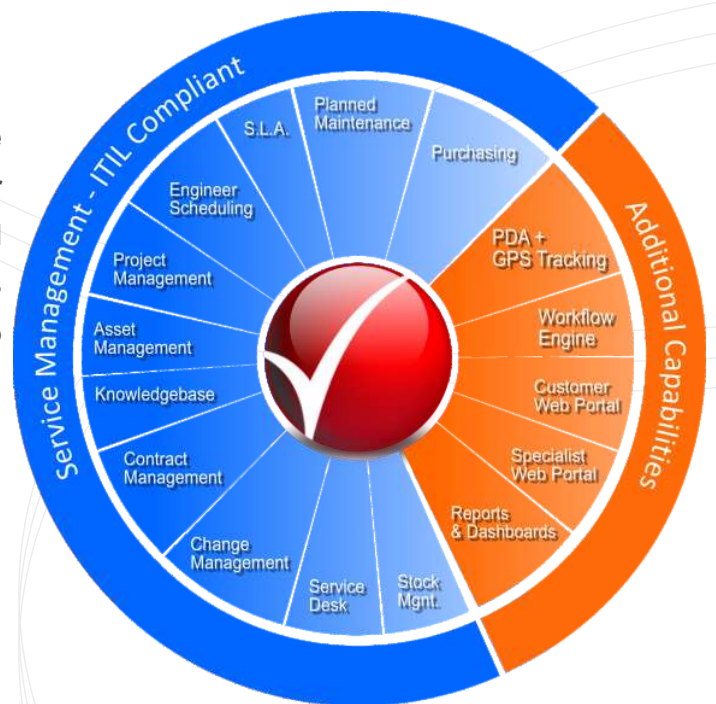
info@qms-software.com | www.qms-software.com

Solved the First Time

Ulysses® Service Management gives you the complete toolkit you need to deliver a top quality of service to your customers while optimising your service efficiency and reducing your costs. Track, manage and resolve issues quickly and within your service level agreement (SLA) to strengthen your relationships with your customers.

The Complete Solution

Ulysses® Service Management Software has extensive features that include helpdesk, scheduling, escalation, warranty tracking, knowledge base and service contract management with performance and profitability monitoring. Automated template driven workflow management makes it easy for you to pre-define steps for each category of service request, reducing the workload on your service desk. Ulysses Web modules allow customers to log and track their calls, they also allow technicians to have direct web access to their tasks/jobs. Pocket Ulysses provides mobile service personnel with remote access to their jobs via PDA and allows GPS tracking of the mobile staff.



Efficient Utilisation of Workforce

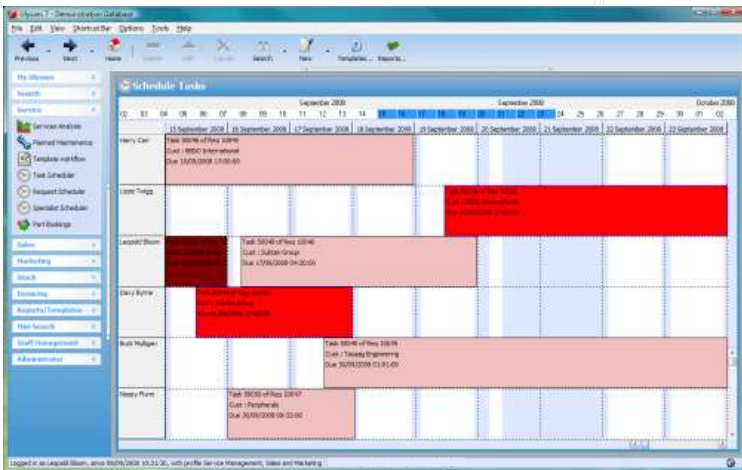
Schedule installations, preventive and urgent services while ensuring cost-effective use of resources. Built-in Graphical Resource Scheduling enables you to see at a glance the utilisation of your support personnel and allows you to make changes at the click of a button.

Identify and Resolve Customers Issues Quickly

Ulysses® provides all the necessary information to allow you identify and solve any customer issues. Service calls can be created in many ways e.g: telephone, customer web portal, e-mail. Customers can log their own calls via a personalised web portal. Ulysses® Suite also has the capability to convert e-mails directly into service requests. Knowledge base provides an increase in the number of first time fixes.

Right Information at the Right Time

Ulysses® Suite provides you with full customer information, service history and all outstanding issues. Any information that you require can be easily and instantly displayed on your screen.



Realistic expectations of the benefits Ulysses Service Management Customers can expect to achieve within 12 months of implementation:

	Before Ulysses	The Ulysses Advantage	Ulysses Suite & Pocket Ulysses (PDA)	Ulysses Suite & Pocket Ulysses & Customer Web Portal
SLA Compliance	74%	90%	93%	93%
First Time Fix	71%	89%	95%	95%
Field Workforce Utilisation	72%	82%	99%	99%
Back office service co-ordinator ratio	1:8	1:12	1:16	1:20
Service Contract Profitability	-	23%	25%	28%
Increase in Service Revenues	-	10%	13%	18%
Reduced customer loss	-	19%	20%	30%

Improve Cashflow and Controlling Costs

Keep track of parts, labour costs and travel expenses against service calls to get true profitability. By using Pocket Ulysses, a chargeable call that is completed by the engineer and signed off by the customer can automatically be sent for invoicing, thus improving cash flow and reducing service administration.

Remote Access

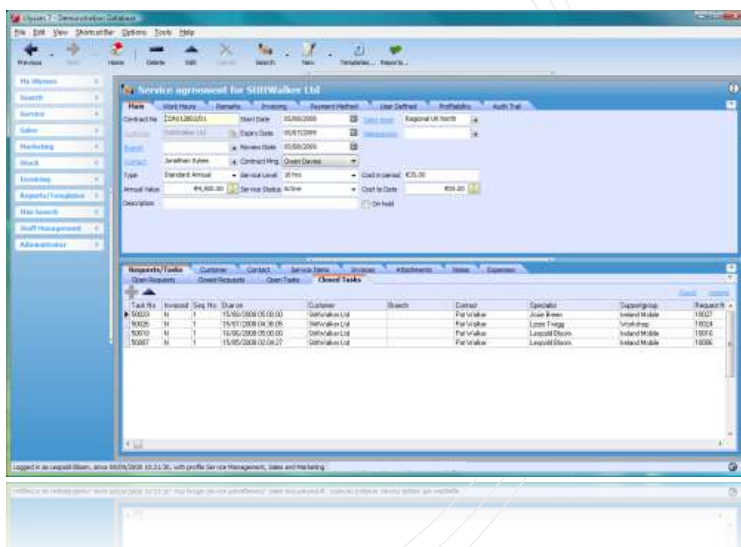
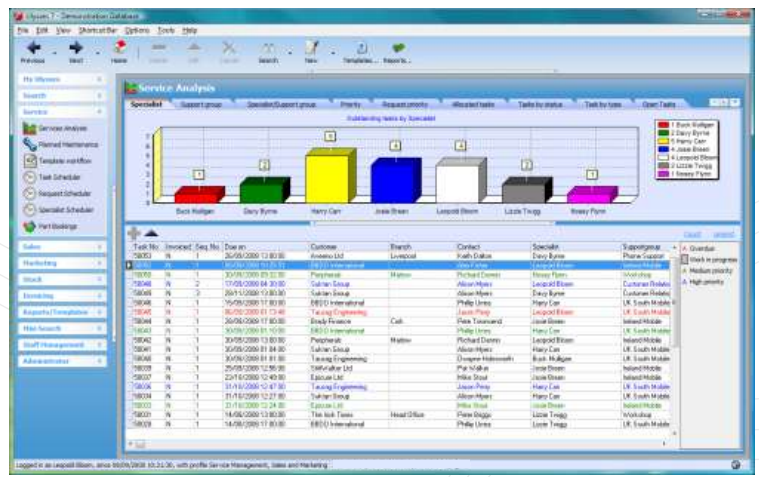
Gain instant access to service records, warranties and available resources no matter where your technicians are. Remote access to information allows the progress of tasks to be monitored at any time. Engineers can have direct access to Ulysses via PDA's or laptops.

Increase Contract Profitability

Ulysses allows for active management of service contracts, allowing identification of profitable and non-profitable contracts. It supports a wide range of service agreements based on time, event, unit or copy/print plans. Inventory of equipment under contract and full history is maintained.

Improve Service Efficiency

Ulysses Suite enables you to boost your first time fix rate, use your mobile staff more efficiently and increase the ratio of field staff to back-office coordinators. It will reduce unnecessary repeat calls with the aid of a complete view of the customer and asset service history. Supporting this is a company-wide knowledge base system. Assets can be flagged when receiving unusually high levels of maintenance, a potential sales opportunity. Efficient route planning, knowledge of van stock levels and staff skill sets helps service co-ordinators to choose the best situated person to assign to a task.



Features & Capabilities

- Call Logging
- Service Desk & Helpdesk
- Contract Management
- Asset Management
- Warranty Management
- Planned Maintenance
- Equipment Swapping
- SLA's with Escalation
- Knowledgebase
- Bench Repairs
- RMA's
- Graphical Scheduling
- Multi-Currency Support
- Multi-Time Zone Support
- Comprehensive Reporting
- Workflow Manager
- GPS tracking capabilities
- Real Time Graphical Analysis
- User Based Customisation
- Supports ITIL Processes
- Invoicing
- Purchase Order Processing
- Stock Control with Van Stock
- Project Management
- Period/Time/Event Based Service Contracts
- Document Management
- MS Office Integration

United Kingdom	U.S.A.	Ireland	Germany	Malaysia
2 Sheraton Street London W1F 8BH United Kingdom	8 Faneuil Hall Marketplace 3rd Floor Boston Massachusetts, 02019 U.S.A.	Unit 1 Blackrock Business Park Carysfort Avenue Blackrock Co. Dublin Ireland	Richmodstraße 6 50667 Cologne Germany	Unit No. C-02-3 Jalan SS 7/13A Plaza Kelana Jaya 47301 Petaling Jaya Selangor Malaysia
T: +44 (0)870 446 0052	T: +1 617 209 6070	T: +353 (0)1 217 8640 F: +353 (0)1 217 8691	T: +49(0)221 162 568 81	T: +603 7877 8184 F: +603 7877 8184
W: www.qms-software.co.uk E: sales@qms-software.co.uk	W: www.qms-software.com E: sales@qms-software.com	W: www.qms-software.com E: sales@qms-software.com	W: www.qms-software.com E: sales@qms-software.com	W: www.qms-asiapacific.com E: sales@qms-asiapacific.com