

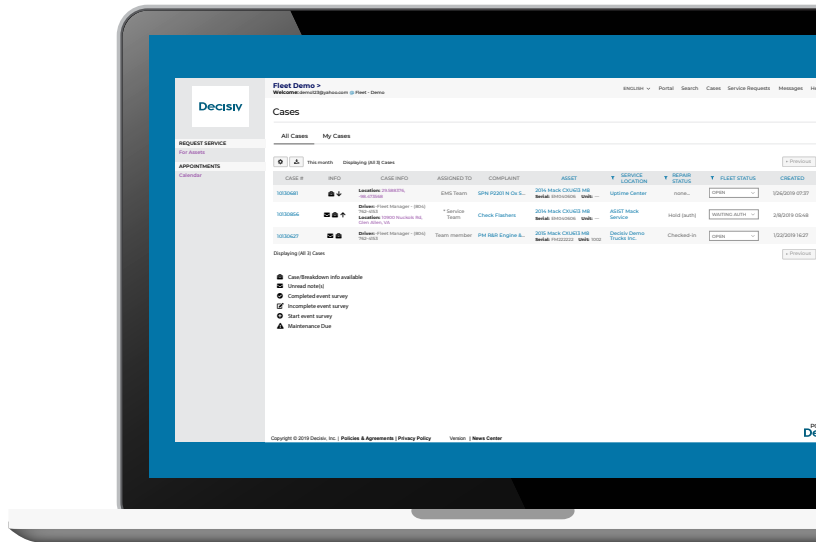
Case

End-to-End Service Event Management

Streamline and automate your service and repair process from start to finish—with Service Relationship Management (SRM)— a configurable, single-sign-on application that is tailored to your needs, whether you're a fleet manager, service manager, or technician. With SRM, you can get more uptime, better asset performance, and more consistent service delivery that provides your customers with higher rates of satisfaction.

Right information, right people, right time

With SRM, you and your team will have the access you need to relevant information about assets based on each user's role during the entire service process, including customized alerts, and real-time updates based on preferences and service event specifics.



Features

Manage the entire service event and see the status of every repair and maintenance event in one place. View the entire asset service history, including repairs, cost, and performance.

Get up to date information. Use management dashboards for updates on service, warranty, and parts information.

Integrate your data. Integrate your telematics to dynamically initiate and track service events.

Benefits

Communicate more proactively and effectively. Dramatically improve customer communication on service and equipment status.

Work faster with more uptime. Improve technician efficiency, speed up and improve both remote field service and preventive maintenance, and dramatically improve return to service.

Streamline communication and decision-making. Provide better service when you can see all previous service events and identify potential comebacks.