

a cost effective wireless solution for smaller service operations

streamline business processes

Vci, the leading developer of service management solutions, has enhanced the wireless capabilities of their Service Accent system. This flexible solution enables smaller service operations to adopt a wireless PDA solution without being tied in to one of the traditional higher cost suppliers. It will streamline business processes and enable organisations to achieve significant cost savings and a rapid return on investment.



The Service Accent Wireless module is Microsoft .NET 2.0-based and runs on all mobile devices running Windows Mobile 5.0 or Pocket PC 2003. Organisations can continue to use their preferred airtime providers with a minimum twelve month contract instead of signing up for three or five years with traditional wireless suppliers. This enables savings of up to 30% to be achieved.

Vci's wireless solution automates the process of allocating calls to individual or multiple field service engineers and provides them with access to all the information that is required onsite including complete service histories. It speeds up service call response times, can increase first call fix rates and enables invoices to be raised within minutes of jobs being completed without having to wait for work sheets to be returned to the office.

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Further efficiencies can be gained by using mobile bar code readers to quickly identify assets and the tasks and/or repairs to be performed on that item during the visit. The bar codes themselves are generated by Service Accent and attached to every piece of equipment supplied to the client.

Engineers must provide all information deemed mandatory before jobs can be signed off as complete. Straightforward drop down menus make entering this information, such as parts used or required, arrival and departure times and customer signatures, a simple and logical process. In addition, as a direct result of customer feedback, an easy to use, 'big button' display has been introduced which enables engineers to operate the system using a finger instead of the stylus if preferred.

For office-based staff, Vci's wireless solution eliminates the need to manually enter data into the service management system. It reduces duplication of data entry and frees office-based staff to undertake more productive duties and helps to ensure that Service Accent is up-to-date in near real-time.

The Service Accent Wireless module will streamline both ad hoc 'breakdown' visits and planned maintenance schedules and gives engineers instant access to the information needed to help meet and exceed agreed service levels. There is also an option that automatically emails clients with a summary of work undertaken complete with name and signature of the person who signed for the job – in many cases this can be in the client's inbox before the engineer has left their car park.

about vci

Founded in 1992, Vci is one of the UK's leading developers of service management solutions and have provided solutions to over 300 small and medium sized service operations in more than twenty five countries throughout the world. Its' flagship product is Service Accent, an enterprise solution with a powerful range of service call handling, contract administration, stock control and billing functionality.

For further information, please visit www.vantagecomputing.co.uk, call on 0870 2418289 or email info@vantagecomputing.co.uk.