

A smiling woman with long brown hair, wearing a black blazer over a white collared shirt, is sitting at a desk. Her hands are on a computer keyboard. In front of her is a large computer monitor. The background is a bright office with a white shelf holding several binders and a clock on the wall.

click your way  
to effective after sales service

# Click your way to effective after sales service

Selling a product is a one time job but selling services is for a lifetime. It is not just a job, it is also maintaining and nurturing a relationship with the customer. Often we see businesses doing one of these well, but with hardly any emphasis or focus on the other. For example, we often see customers who are unhappy with the lack of promptness and professionalism when it comes to after sales service. It is as if there is a confusion in the minds of the sellers as to where to



In today's competitive business scenario, one has to be a step ahead than others to win the customer and thereby succeed. With this idea in mind **Hazel Infotech** came up with Wise-track, a very user friendly and state of the art Software program, which keeps track of your sales as well as after sales contracts wisely. **Wisetrack** is thus an appropriate name for the software.

The software is a perfect solution for monitoring and maintaining your business contracts. It works as a reminder, informing you about renewal of contracts, checks performance of your Service Engineers, updates your clients and Service Engineer about the service calls, along with many other such useful features. . It helps in preparing the MIS reports of a particular employee and client. Additionally it also provides with an SMS service to clients and

## Features:

- ❖ Complete Database of Client, Vendors and Employee contact details provided.
- ❖ Details according to City /Area / Location provided.
- ❖ Complete database of client as per their requirements and the services they use is maintained.
- ❖ Timely reminders for the warranties/ AMC expiration/ Renewals/ New services etc provided.
- ❖ Conversion of expired warranties and AMC's into comprehensive or non Comprehensive one possible.
- ❖ Multiple maintenance visits prevented.
- ❖ Help Desk with full support for the user provided.
- ❖ Complaint and Ticket No. generated.
- ❖ User can mail an appointment and send an SMS to the engineer.
- ❖ User can maintain visit entries with actions taken, along with the status and service history.
- ❖ User can print payment and voucher details.

## Reports being generated

- ❖ Daily, weekly and monthly reports regarding maintenance, complaints, services and engineers' details created.
- ❖ Visit Reports as per required.
- ❖ Reports of active and Inactive Customers.
- ❖ Engineer performance, AMC, products,

## Functionality

**Wise track is spread across following modules to keep your business simple:**

### ❖ Customer Management

- Maintain Customer details like address, contact information and contact person's details.
- Generates mailing labels with address or for other formal/informal communication.
- Mass e-mails to clients about new arrivals.
- Some customers can be set as Inactive for certain products (in case their AMC is due or the contract has been expired).

### ❖ AMC Management

- Manages Annual Maintenance contract obligations.
- Warranty of a sold product or annual maintenance contract expiry and AMC accrued reminders provided.
- SMS/Email Reminder to client for their expired contracts.

### ❖ PMS Management

- Designation wise hierarchical assignment of PMS Call.
- Preventive Measurement Service calls defined under the contract managed.
- Reminds you when PMS Call is due.
- Generates necessary reports.

### ❖ Complain Management

- Auto - generates Call Ticket number.
- Checks Skill of Service Engineer assigned for call.
- Log of Action taken by the service engineer.

- Call costs calculated and ascertains profitability is maintained.
- Service calls tracked to its closure tracked.

### ❖ SMS Facility

- SMS to client and service engineer with the details of the visit.
- Simplifies Communication and ensures prompt services to the client.

### ❖ Escalation Email

- Escalation emails sent to the higher authorities, preventing so unwanted incidents or negligence.
- Escalation emails sent to user defined 3 levels of authorities for following issues.
  - If call log exceeds pre defined amount of calls for a product.
  - If a single call attended by predefined number of engineers.
  - If certain amount of call received in a day.
  - If no action is taken for a particular call for predefined number of days.



### ❖ Inventory Management

- Manages Inventory of the Standby equipments.
- Manages Inventory of equipments at repairs.
- Checks for under

## PAIN AREAS

## SOLUTIONS



❖ It is difficult to Monitor day to day business and Staff productivity?

❖ With **Wisetrack** one keeps a proper check on the daily activities with accurate reports.



❖ I don't know what each service call

❖ It helps in keeping a check on the costs of the call being made for each service.



❖ I never knew that reduction in operational cost effectively is

❖ It facilitates cost of operation.



❖ My day starts with picking up files and checking who's contract is up for

❖ The tiresome work of contract renewal reminders are now generated by the click of



❖ I'm not sure if service provided by my engineer is the best?

❖ You can predefine effort to fix each type of complains and skill of engineer required to solve a problem. Through this the



❖ Each time, I've to visit logs and maintain the same to see how I solved

❖ **Wisetrack** helps you find solution for previously faced similar problem with click of



❖ Most of the time it becomes difficult to allocate right engineer for right

❖ **Wisetrack** alerts you with proper resource, area wise and skill wise when a call needs to



❖ It becomes difficult to identify pending installments receivable?

❖ **Wisetrack** also helps you with alerts for due installments receivable.



❖ I come to know very late if issues are not fixed in time or it takes more then

❖ **Wisetrack** automatically escalates cases user defined cases to ensure your prompt



❖ Miscommunication always happens about call time fixed with customer

❖ **Wisetrack** seamlessly fits with SMS pack you've purchased. It thus sends message to your customer and Service engineer about

## Wisetrack Advantages:

- ❖ **Wisetrack** helps the user can change or modify the way he does his business.
- ❖ It provides a perfect check and keeping a track on the user's day to day business



activities.

- ❖ **Wisetrack** is reliable and user friendly, comprehensive and non comprehensive Reports.

### Variety of reports

- Customer And Customer Group Reports
- Engineer Reports
- Product and Product Group Reports
- Complaint Reports
- Escalation Reports
- Control Reports
- MIS Reports



### Reach customers in one click

Apart from all the super-features mentioned above, **Wisetrack** lets you send e-mail, greetings or messages to your clientele. You can now greet all your customers on special occasions, inform them about new product or service offerings and do a lot more. **Wisetrack** does everything possible to strengthen your brand recall in the minds of your customers.

### Keep tab on escalation levels, easily

With **Wisetrack** at hand, it's easier to identify the discrepancies regarding service cost escalation. The concept of escalation here is based on your needs and works on the pre-defined limits set by you. The escalation features in the software ensure that you get immediate alerts if the cost of servicing a customer is shooting up. **Wisetrack** software cautions you by e-mail/ SMS alerts as per the escalation levels set by you..

**“Being on par in terms of price and quality only gets you into the game.**

**Service wins the game.”**

- TONY ALESSANDRA



# About Company

Everex Infotech is customer-centric and aims to provide technology with comprehensive solutions to simplify your IT environment, overcome your business challenges, increase your sales, maximize returns, and achieve your goals.

We at Everex Infotech, endeavour to provide a cost-effective delivery methodology while focusing on quality standards, exceeding user expectations and creating an extraordinary business environment for both employees and end customers.


## Our Other Products & Services

- Sky ERP GST Plus With Financial Accounting
- Sky ERP Export Plus
- KDOC Plus
- Esecretary
- Sale Lead Tracker
- Telecheck
- Digital Marketing
- Website Design
- Website Development
- Graphic Design
- IT Infrastructure

***We aspire your association***


**“A business that consistently enriches lives is a wealthy business”**

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