CASE STUDY

Service Centre Management Software

(For EENDEE Sales & Service Pvt. Ltd.)

SITUATION: EENDEE SALES & Service Pvt. Ltd. They want a system that can log all the SERVICE CENTRE related activities and managing all the data for 'Sales and Services' of 'Electronic Goods'. Maintain all call logs & allocate Employees.

SOLUTION: We provided EENDEE SALES Pvt. Ltd. with Web based "SERVICE CENTRE MANAGEMENT SOFTWARE" to maintaining all logs & Transaction data.

RESULT: With SERVICE CENTRE MANAGEMENT SOFTWARE in use, they can easily manage their, logs of client phone & Yearly AMC, Engineer attendance details, their manual work of maintaining all records has eliminated to minimum.

THE CHALLENGES: Due to the nature of its work, Service centre management software needs to contain large amount of research & documentation for flow & design as application has more than 12 forms & other functionality. Because of their web based software we have to develop our code in different table format.

Also, they was expected to store more than 10000 logs of client calls, AMC logs & employee data in the application which is too shared with all departments. So, real time quick data processing, maintaining large volume of secured data with less process time needed in generating output reports.

The needs for user-friendly, efficient Service centre management software need to complete on time. Accuracy was essential as the data provided could impact in other inter linked modules & in different report.

To complete this perfect storm, we implement code & database structure in a way that it fulfills all the clients' requirement. Provide instruction support for their staff members.

SOLUTION: Primetech softwares, which provides access to 'Service centre Management Software' modules through a secure, web-based application managed. This solution provided a number of unique benefits for them. The service is hosted at client server; end users access it through any web browser.

- Primetech software's IT experts perform all upgrades and server maintenance.

- Eendee Sales gain web-based access to Service Centre Management software without having to purchase servers.

- The Eendee sales built upon its Service centre application with Enriched Content Solutions such as Engineer attendance details, All AMC of client, all call logs, go- down product details entries.

- Web Based Multi User environment.

- And Additional Web Based Interface for Intranet Website with limited Data.

- More than 12 useful Reports,

- Provision for attendance entry of all employees & it report.

- Facility to write & save letter, which need to be sent to customers.

- PM call details are viewed in grid, from this grid all call details are controlled & engineers are allocated.

Technology Used:

- **Programming Language & Reporting Tool: VB .net, Ms-Excel.**

- **Database: Ms SQL Edition.**

Results:

- **With Primetech hosting Service centre management software, technical support requirements for their staff were reduced to almost nothing.**

- **Upgrades, which had required several hours of onsite visits, now require no staff time at all.**

- **Employee can quickly find employee for allocation of call from client to solve their faulty products.**

- **Better manage call logs of faulty products, maintain inward/outward details of products, overall better customer service.**

- **Facility for making client wise quotation and its status with edit facility like pending quotation can be change to complete.**

- **Also provide Invoice per each client.**

About Primetech Software: Primetech Software (an ISO 9001:2008 Certified) is the competent solution provider in the field of Windows, Web, and Mobile based Application Development and other IT integrated services. Our team of highly skilled and qualified professionals have hands on experience on .Net 2.0, 3.5, 4.0, C#, Vb.Net, Asp.Net, MVC, Php, J2me, Android Sdk, IOS Sdk, Magento, Joomla, and such latest Microsoft ® & other Open Source Technologies.