

innova, evolucionana..

innovate, evolve..

adviser
copiers

- **Management** of all the total number of machines to which we grant our services.
- **Management** of the customer service in our technical department. Attitude and aptitude for the problem solution.
- **Efficient** in the invoicing and charging process.

- **Optimization** of the supply management, in such a way that a stock out will not affect our capability of solving problems in our customer's machines.
- **Optimization** of all duties.
- **Optimization** on the return through the efficiency in the supplies.

- **Database** with all the machines rented.
- **Automatic compilation** of the information related to all the machines: when invoicing a machine, it is automatically log out from the warehouse, operation account, sale registration in VAT book, log in of the machine in field related to that client, maintenance control, and payment control.
- **When invoicing consumable**, delivering it to for free to a customer, besides the warehouse, accounting, and VAT register, it applies it to the customer's machine, through a model-consumable relation established by the user.
- **When placing**, a consumable order, or a technical solution, it informs on the risk of unpayment, of the clients quality.
- **Technical controls**: number of alerts received, time needed, response timing, etc.
- **Machine control**: control on the excess or defects of the consumes related to the amount of copies done.
- **Machines control**: Panoramic view of and individual control of the current situation of each unit depending on model, guarantee, type of maintenance, contract type, preventive visits index, corrective visits, relapse, of alerts on the same machine, or by the same technician. Correlation between the different type of alerts, response capacity among the timing hired, (or considered optimal), for each level and for each model. Specific control of those not achieving the minimum standards, Statistics on sales for technical area.

Profitability = Income - Costs
Benefit on Impression

- **Real time** access to basic information on the status of our machines.
- **Client report** machines, stock available (consumables, spare parts, etc) response time hired, only on click ahead.
- **Great control** of our technical department towards any reaction to an intervention requested by the client.
- **Productivity** increase of our technical department.
- **Reduction** of administrative duties and of data input mistakes.
- **Efficiency**

- **Adviser Mobile:** Solution for the communication between technician and headquarters. Permit to interactively check the workload , reviews on previous reparations, record on each machine, problems to solve, type of contract, etc. Reports directly to the headquarters after the intervention; timing, spare parts, incidents, etc. Generates a new alerts finish the reparation. Mobile, PDA, And Pc versions.

- **Adviser finance:** Management of customers credits, so that whenever customers places an order, a report is created automatically with track of unpaid, and out of dates. With the management of suppliers invoice confirmation and payment, and the accounting module that get all the previous information. Banking regulations 19, 32 and 58; 34 and 68; 43 with an excellent banking conciliation guarantee this solution.

- **AddClient CRM:** Fed by the SAT, automatically, customer status, previous year comparatives, specific flap of the box required, of the boxes previously used (manufactured by us or by the competition), with “out of date” alerts, payment check out, type of contract. Makes of this module an excellent personalization for the sector (PDA and Laptop versions).

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