

Interdyne Services Solution with integration to Pastel Financials



AUTHORISED 3RD PARTY DEVELOPER

PASTEL ACCOUNTING

Service is all about speed and any software that you use must be designed to complement this and not impede it. The Interdyne Services Solution is specifically designed to be very easy to use and requires the minimum of processes to operate due to the high degree of set-up parameters available during the set-up phase.

Full integration with Pastel Partner Financials ensures a speedy implementation with no disruption to your accounting activities.

Introduction

Any company that is involved in field service, after-sales carry-in service, breakdowns, refurbishments and re-builds of equipment can be classified as being in this industry. Many companies have this as the core of their business while others offer it as an after-sales service to customers who purchase new and re-built product from them. Warranty control is also a major area covered by this solution.

The product caters for Repair companies that also manufacture new product.

This solution caters equally for field service or carry-in service as well as major re-builds – the traditional 'Strip and Quote' type operations.

What is our Solution?

We offer a fully integrated system that takes care of all of the administrative needs of a company offering services. These needs include:

On-site Service

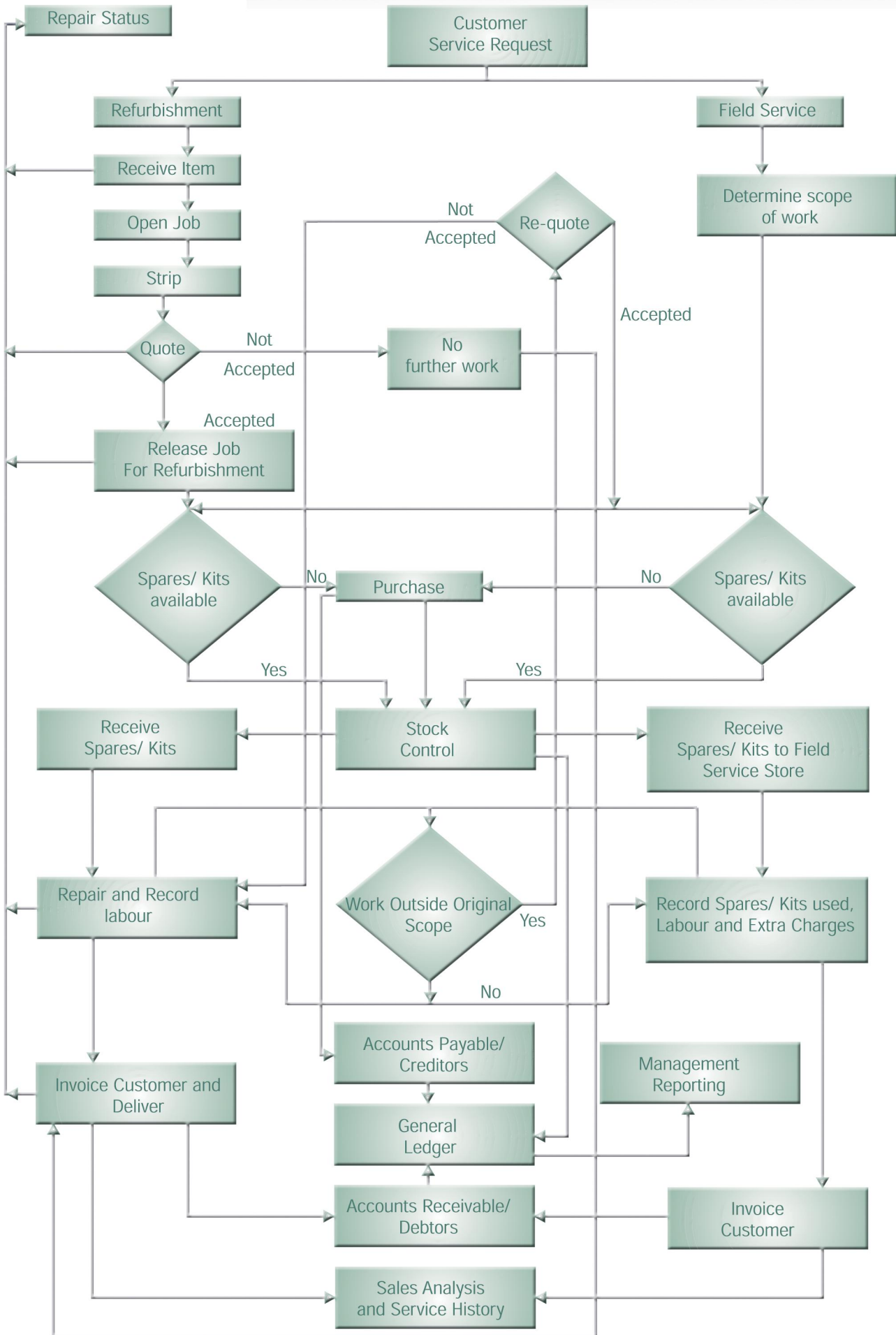
- a. Specific functionality to cater for on-site repairs done by a technician who carries a range of spares in his vehicle.
- b. Recording and billing of labour time, spares used, travel time and any other extra charges that may be applicable like direct purchases of items to do the job.
- c. Recording and replenishment of the Technician's spares in his vehicle.
- d. Recording of the Technician's time with efficiency reporting.
- e. Standard charges for labour and other extra charges and standard mark-up on spare parts.
- f. Costing per job to determine costs and what profit was made per job.
- g. A complete history of all work done by customer, item of equipment uniquely identified by serial number, if desired and by technician.

Major Refurbishment

- a. Capability to record the receipt of the equipment from the customer and record all pertinent information, like serial number and any accessories included.
- b. The Job has an initial status of 'received, but not stripped'. The equipment's status changes as it progresses through the system – allowing for ease of tracking of the progress of the job.
- c. A quote can be sent to the customer and, if rejected, the system can be instructed to raise an invoice for the strip & quote and the equipment can go back to the customer.
- d. If approved, the job is then updated as per what work has been authorised by the customer. The system will immediately check for stock and warn if any items need to be purchased. The job is scheduled according to the promised delivery date.
- e. Purchased items may be receipted directly to the job and stock may be issued and unique items or sub-contracted services required for the job are catered for.
- f. The system allows for additional parts and work to be allocated to the job.
- g. Costs are tracked against budgeted (quoted) costs and profit per job is determined.
- h. All sub-systems integrate fully to produce full Management Reporting both at an operations as well as an accounting level by integrating seamlessly into Pastel.
- i. Complete service history is available by item and customer.

Adding Value

- a. Recording of the receipt of the material / equipment received by the customer with auto-recognition if the equipment was supplied by you or previously repaired by you – providing a full Service History.
- b. Full quote function with e-mail capability.
- c. Follow-up of quotes to maximise success rate.
- d. Definition of number of processes the product must go through, with update of the status of the job as it occurs, providing complete visibility for feedback to customers.
- e. Costing may include overheads, labour and materials used, with mark-ups to determine selling prices or contract pricing may be utilised for contract customers.
- f. Invoicing and delivery directly from the workshop on completion.
- g. Easy to operate with minimum number of computer processes required.
- h. Full Sales Analysis history.



The Interdyne Services Solution

Developed as a solution for the Services industry, the Interdyne Services Solution is a fully integrated ERP (Enterprise Resource Planning) system that meets all of the very diverse needs of this industry. The product may be implemented as a fully integrated, company-wide system or used to control the services side of a company only – operating in conjunction with an already installed Accounting system.

The system consists of the following major modules:

- Real-time integration to Pastel Financials.
- Order Processing –
 - Full Quote and Re-Quote (for work outside of original scope) capability.
 - Customer Order Processing and fulfilment.
 - Recording of equipment brought in from site by your Technician or Sales Engineer for repair.
 - Powerful Sales Analysis.
 - Purchase Order Processing.
- Service and Repair Centre -
 - Emergency Repair.
 - On-site Call out.
 - Warranty Repairs.
 - Complete Rebuilds.
 - Return to Service Centre for Repair.
 - Service Exchange.
 - Full costing.
 - Service History with serial number control.
 - Full spare parts and sub-contract or 'return to supplier' control.
 - Record of technician's time and efficiency.

The Interdyne product is specifically designed to 'work like you do'. Intuitive in operation – it installs easily and may be customised to meet company specific requirements using advanced Rapid Application Development technology. Aggressive Research & Development ensures that the product encompasses the latest technological aids like e-mailing of documents, electronic transactions and messaging. As a result of close partnerships with our customers we are continually reducing administration costs while increasing responsiveness to their customer's requirements.

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