



KEY

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Deliver the Very Best Service

Alpha service management software helps businesses to get ahead of their competition and deliver the very best service to their customers.

Alpha is a proven system built with Microsoft technology, which is easy for staff to use. It reduces administration, saves time and increases efficiency.

Standardise, Centralise & Improve

Automated processes and pre-defined options will help you to standardise work, reduce administration and errors. This means you process work faster, can easily share information between departments and can proactively meet customer needs.

Superior Scheduling

Tracking calls, scheduling jobs and ensuring regular visit schedules are adhered to is critical in a service business. Alpha service call tracking allows you to create and manage contracts with different service levels, apply appropriate charges automatically, create service jobs when they are due and much more. With Alpha you remove the headache of scheduling and provide field based teams with optimum call plans.

Management Information

Management information is very important to help your managers get the best from their teams and to plan for business growth. Key Alpha software provides both standard reports and customised reports tailored to your business. These reports give you the information you need at your fingertips to make the best decisions for your business.

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Flexibility to Grow

Alpha is part of Key Computers range of Service Management software solutions; this means that your business grows you can either add another feature of the Alpha system or simply upgrade to Key Enterprise.

Alpha is a modular system that can be built to meet your business needs.

Here are some of the standard and optional features of Alpha:

Standard	Optional
<ul style="list-style-type: none"> • Equipment register • Service & repair management • Preventative maintenance / service contract control, invoicing & planning • Job quotations • Stock control (FIFO and/or serial-number tracking) • Purchasing (fully integrated with job control) • Hire contract management & invoicing • Work in progress valuation 	<ul style="list-style-type: none"> • Fixed asset register • Over counter sales invoicing • Job planning diary • Engineer time sheets • Hire quotations • Dealer warranty claims • User training (schedule courses, invoice and provide certification) • Equipment sales – quotations, sales progression, equipment ordering, costing, invoicing • CRM • Project costing • System management dashboard, allowing an overview of company performance • Engineer mobile data; linking engineers real-time using laptop, PDA or tablet PC

Continually Updated

Business changes everyday, the tools we use this year are different from the last; therefore, we continually gather customer feedback and develop our software to meet business demands. As part of the Alpha support plan you will receive seamless upgrades when released, to ensure you get the very best level of service management software to support your business.

Platform Requirements for Alpha

Alpha is suitable for a wide range of environments and can be installed on a PC with Windows 2000, XP, Windows Server 2000, Windows Server 2003 or Windows Vista operating system, with a minimum of 256Mb RAM and minimum screen resolution 1024x768. Alpha is also compatible with Microsoft SQL Server database software.

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