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The Connect Range

Connect Sales and Connect Service offer a simple solution to the problem of integrating remote and mobile workers with your head-office systems. Both products are easily implemented and are proven to reduce administration, increase productivity and enhance the management of your customer relationships.

Connect software products are suitable for a wide variety of pda's / handheld devices, laptops, barcode readers and scanners. Whether you need to take sales orders in the field, share and update customer information or schedule, send and complete engineering tasks, Connect has a product for you.

In the field

With Connect Service, field engineers can access critical customer and job information on their PDA's / Laptops. Jobs can be sent, documented and all the necessary administration completed whilst on site; significantly reducing administration, increasing accuracy and productivity.

Stock can be allocated from either van stock, main warehouse stock or a new Purchase Order can be raised. Non-stock parts and expenses can also be allocated. Connect provides information on all the customers equipment, so if new jobs arise onsite a new task can be created and work completed, delivering a superior service, helping the customer and saving time. With the collection of the customer name and signature the job is completed. Time sheets are automatically recorded so there really is no paperwork to fill in at the end of the day.



In the office

Connect provides relevant and timely information to Service Departments so that they can monitor and manage inevitable changes to the service schedule. Paperwork and time taken to liaise with field-based staff is dramatically reduced.

All times, and optionally distances, are recorded. New jobs can be instantly allocated to engineers, job timings can be adjusted and reassigned as required. This flexibility enables increased efficiency and responsiveness.

connect Service



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Automatically update

Information from each job is instantly and automatically updated to the main system, maintaining accurate stock levels and enabling immediate invoicing.

Increase Productivity

With Connect response times are improved, field engineers have all the information at hand therefore more jobs are completed on site and extra tasks can easily be accommodated. Helping you to deliver a professional and efficient service.

Superior Service

Connect Service is proven to help businesses deliver the highest level of service to their customers.

Customers will receive service visits that meet their requirements, be updated of any changes to schedules in a timely manner. Users of Connect Service find overall service visits are reduced as engineers have the correct information to handle all queries whilst on site, reducing visits, improving productivity and most importantly delivering a superior service.

Management information

Management information is very important to help managers get the best from their teams and to plan for business growth. Connect Service software captures additional information that can be analysed to show profitability by contract and to identify where further efficiencies can be realised. Both standard reports and customised reports tailored to your business are available, providing the information, you need to make the best decisions for your business.

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