



KEY

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Superior Service

Enterprise service management software is proven to help businesses deliver the highest level of service to their customers.

Enterprise is a modular system that can be tailored to your business needs. It will standardise processes, free up valuable resources, improve productivity & efficiency, increase sales activity and save you time and money.

An Integrated Solution

Enterprise provides a seamless interface between departments, helping to reduce data entry and increase accuracy. Enterprise is an integrated system that helps you to manage sales prospect information, quotations & installations, service and maintenance agreements, customer service and scheduling, purchasing and finance. Integrated solutions help to improve customer relationship management and keep you in front of the competition.

Service Call Handling and Time Management

Tracking calls, scheduling jobs and ensuring regular visit schedules are adhered to is critical in a service business. Enterprise 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. Enterprise solves the problem of scheduling and provides field based teams with optimum call plans, freeing up resources and increasing productivity.

Enterprise





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Increase Sales

Enterprise makes tracking leads and generating quotations quick and easy. Helping you to increase the efficiency of your sales teams and win more business. Once business is gained, Enterprise automatically converts quotations into working contracts so you can start servicing your new customer efficiently from day one.

Manage Flexible Contracts

Enterprise recognises that customers want different levels of service. It will manage multiple contract types with different service levels and payment terms. It will schedule visits of different frequencies to multiple locations to work on multiple pieces of equipment. This flexibility enables you to offer a more tailored service to your customers without increasing the time taken to manage contract differences, helping to lower costs, improve efficiency and increase the number of customers that you can service.

Platform Requirements for Enterprise

Enterprise is suitable for a wide range of environments and can be installed on any 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. Enterprise is also compatible with Microsoft SQL Server database software.

TELEPHONE

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WEBSITE

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A Seamless Interface

Enterprise has been designed to integrate fully with Sage and other Windows accounting programs. A seamless interface between Enterprise and other systems reduces data entry time, allows you to access all the financial data you need very easily, and ensures invoices are produced quickly and accurately.

Centralised Information, Processes & Efficiency

Automated processes and pre-defined options will help you to standardise work between departments or remote teams reducing administration and errors. This means you process work faster, easily share information and proactively meet customer needs, ultimately improving efficiency.

Management Information

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





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Software Features

- Equipment register
- Fixed asset register
- Service & repair management
- Job planning diary
- Preventative maintenance / service contracts control, invoicing & planning
- Job quotations
- Engineer time sheets
- Engineer mobile data, linking engineers real-time using laptop, PDA or tablet PC
- Stock control (FIFO and/or serial-number tracking)
- Purchasing (fully integrated with job control)
- Over counter sales invoicing
- Hire quotation
- Hire contract management & invoicing
- Dealer warranty claims
- User training (training course scheduling, billing, certification)
- Equipment sales; quotations, sales progression, ordering, costing, invoicing
- CRM
- Statutory inspection schedules
- Project costing
- Work in progress valuation
- System management dashboard, allowing an overview of company performance
- Customer web portal

Enterprise

Stock Enquiry Issue Stock To Job Purchasing

Find Equipment Serial No. A/c Status

Name	Serial No.	A/c	Status
LTD	UNIT 34	HOLYSTONE IND ESTATE HEBBURN	TYNE & WEAR NE31 1VB

Serial No.	Description	War Exp.	Status	Category	Next Ser.
46533749823	DIESEL COUNTERBALANCE	18/03/2007	CUSTOMER	CUSTOMER	15/01/200
69876796796876	STANDARD HAND PALLET TR		CUSTOMER	CUSTOMER	01/05/2007
7987688768768	ELECTRIC COUNTERBALANCE		CUSTOMER	CUSTOMER	01/03/2007
768766876	DIESEL COUNTERBALANCE		ON HIRE	HIRE FLEET	01/05/2007
8909666	ELECTRIC COUNTERBALANCE		CUSTOMER	CUSTOMER	19/07/2007

Site Address	Site Information
ABS GARAGES LTD UNIT 24 HOLYSTONE IND ESTATE HEBBURN TYNE & WEAR NE31 1VB	Fax / Email: 01934 486789 Tel.No.01934 486788 Miles to site: 35 Access 9am to 5pm Monday to Friday

Service Level:-	Equipment
01/01/2007 to 31/12/2011 Service Frequency: 3 MONTHLY	Make: LINDE Model: H400 Type: DIESEL CB Serial No: 46533749823 Category: CUSTOMER Status: CUSTOMER



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Enterprise Testimonials

“Things are so much quicker and more efficient now”

Service Director, HFT Limited.

“The Key Software has been a major factor in the way the company has built and controlled business”

Director, HFT Limited.

“It Enterprise has made a big difference to the financial strength of the operation. The availability of cost reports on maintenance contracts is especially useful.”

Head of Service, Linde Sterling Limited.

“Customer service is enhanced, bottlenecks are eliminated. We have grown and are comfortably handling more business, without the need to employ more staff. Sales have increased by 86%.”

Managing Director, BJB Limited.

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