GoServicePro
Service Solutions - Delivered!

Inventory Management

Using

CRM Logistics™

GoServicePro Delivers Service Solutions for:

▶ **Customer Service**

▶ **Contracts**

▶ **Scheduling & Dispatching**

▶ **Mobility**

▶ **Partner Management**

▶ **Logistics**

▶ **Billing**

▶ **Reporting & Analytics**

To learn more about GoServicePro's Service Management solutions, visit us online at:

www.GoServicePro.com

Or email us at:

info@GoServicePro.com

Meeting your customers' parts demands while also reducing your company's service inventory costs are goals that are often at odds with each other. Customers demand quick access to the parts they need whether ordering directly or being serviced by a field service engineer. Companies demand lower inventory levels to reduce inventory carrying costs and increase profitability. Logistics managers need powerful tools to help them analyze inventory trends, set appropriate stocking levels, and perform replenishment of warehouse, office and engineer truck stock locations.

GoServicePro provides Service Management Solutions (SMS) designed to support the entire closed-loop service delivery process – Customer Service, Contracts, Scheduling & Dispatching, Mobility, Partner Management, Logistics, Billing and Reporting.

Ship, track, and manage service parts…
Reconcile and replenish service inventories…

GoServicePro's CRM Logistics™ module provides logistics personnel with powerful tools to manage the wide variety of demands they face. Logistics managers have a real time view of all inventory on hand whether it is stored in centralized warehouses, district offices or rolling around in service engineer trucks. Inventory can be priced and costed in various currencies and also priced utilizing time-phased pricing which allows for flexible marketing programs. Seamless integration with the reporting module allows for analysis of parts usage trends and the setting of appropriate stocking and replenishment levels. Auto replenishment insures that the appropriate parts are always on hand to meet customer needs. The use of flexible state transitions enforces business specific workflow based on the type of request being processed which provides security and adherence to business policies. The Logistics module simplifies complex processes such as Advance Exchange, Repair and Return, and Return Materials Authorization.

✓ **Empower logistics personnel with real time view of inventory on hand across the organization**

✓ **Analyze parts usage trends to set appropriate stocking levels**

✓ **Auto Replenishment insures parts are where they need to be to best meet customer demands**

✓ **Closed loop process streamlines the procurement of materials, shipping of parts to customers, maintaining field engineer truck stock, and updating customer site configuration**

"Those companies that closely integrate people and parts in their service processes are nearly four times more likely than silo'd companies to support asset uptimes of greater than 95%."
Aberdeen Group

CRM Logistics™ Features

- Complete logistics solution to provide logistics personnel with powerful tools for meeting today's tough parts demands

- Real-time inventory lookups extend the view of inventory to key personnel throughout your organization

- Color coded Part Request Dashboard provides a single view of customers' demand for parts, the availability of inventory on hand for each part request, and automates the fulfillment of requests.

- Integrated SLA management helps logistics personnel prioritize part request processing insuring adherence to customer commitments

- Flexible inventory location setup including inventory rollups allows for modeling your company's inventory locations and mapping back to the GL

- Part stocking levels and auto-replenishment insure the right parts in the right locations to meet organizational needs

- Flexible order types and state transitions streamline complex processes such as return materials authorization, advance exchange, repair and return, and depot repair

- Closed loop processes facilitate the movement of parts from warehouses to offices, offices to engineers, engineers to customers and customers back to the warehouse

- Automatic cycle count generation reduces the overhead associated with keeping track of inventory and performing physical inventories

- Depot Repair module simplifies the repair and return or repair and restock processes by allowing depot engineers to record labor and materials used in repair, upgrade of parts, and de-manufacture of parts into subassemblies for restocking

- Seamless integration with Contact Center and Dispatch Advisor™ provide front line agents and dispatchers visibility into inventory on hand and empowers them to provide the right parts and people every time

- Seamless integration with Reporting Advisor™ provides the ability to analyze parts usage trends to insure appropriate stocking levels and reduce on hand inventory

Business Benefits

Increased Profitability
- ✓ Reduce on hand inventory
- ✓ Streamline inventory management processes
- ✓ Flexible part pricing capabilities
- ✓ Automate RMA processes
- ✓ Get the job done right, the first time, every time
- ✓ Increase service contract renewals

Increased Operating Efficiency
- ✓ Decrease the likelihood of stock outs while minimizing inventory on hand
- ✓ Streamline complex logistics processes
- ✓ Real time accurate visibility to inventory on hand and status of all part requests
- ✓ Extend visibility of real time inventory beyond the logistics organization
- ✓ Increase SLA Compliance

Increased Customer Satisfaction
- ✓ Increase availability of desired parts
- ✓ Reduce parts stock outs
- ✓ Improve customer service level attainment rates
- ✓ Improve front line agent communication of parts availability
- ✓ Insure the right parts and people every time

Reduced Costs
- ✓ Streamline and automate complex logistics processes
- ✓ Reduce inventory on hand
- ✓ Increase parts availability
- ✓ Reduce contractual penalties
- ✓ Improve procurement and repair processes
- ✓ Optimize replenishment of spare parts

✓ Increase Profitability

✓ Increase Customer Satisfaction

✓ Improve Operating Efficiency

✓ Reduce Costs

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