

Remote Customer



about service accent remote customer

With Service Accent Remote Customer, your customers can log their own jobs, view their open jobs and history, place orders for parts, enter meter readings and view their contracts all via a simple web-based interface that sits seamlessly within your existing website.

features and functionality

Service Accent Remote Customer provides the following tangible, measurable benefits:

- **Happier customers** customers like to be able to access information, they like being given choices. By giving them access to your business via the internet you are providing them with more opportunities to buy your products and services
- **Increased productivity** the cost of logging a service job via the internet is less than 10% of the cost of logging a job over the phone. Also by relieving some of the pressure from your service/helpdesk Service Accent Remote Customer helps to reduce staffing costs and maximize available resources
- **Improved customer retention** reality is important but so is customer perception. Service Accent Remote Customer provides real efficiency gains but it also reinforces to your customers that you are a world-class service provider. Providing the type of service-delivery options that they normally only see from the likes of DHL, Parcelforce or Amazon.

quick facts

how it works

Service Accent Remote Access is a software solution that allows remote users (i.e., your customers and/or engineers) to access relevant functionality of Service Accent via a web browser (e.g., Microsoft Internet Explorer) remotely. This is achieved by using the internet as a transport medium and requires the use of a special server (an Internet or Web server) usually on the same network as the Service Accent database.

Service Accent Remote Access runs on your internal network and communicates with your web server. You do not need to run a web server in-house but it is highly recommended.

The web server must be running Microsoft Windows NT 4 Server, Windows 2000 Server or Windows Server 2003 if you run IIS or, if you prefer Linux, Apache or similar with PHP.

Because the host is exposed externally, rather than internally on an internal network, a public IP address must be allocated to it.

Additionally, a leased line, cable or DSL connection to the internet allowing inbound connections is required.

Trying it yourself

If you want to try Service Accent Remote Solutions for yourself, please go to:

<http://remote-solutions.net>

Record a new job

Select	Serial No	Description	Asset No	Location	Site
<input type="radio"/>	122141	LARGE EQUIPMENT	1224	MAIN	Phonix Chemicals Ltd (DRIWER)
<input type="radio"/>	PH000001	ANALOG EQUIPMENT	1224		Phonix Chemicals Ltd (DRIWER)

View our jobs

Job No	Status	Logged	Product
122	Part	26/09/2005 10:14	EQUIPMENT
123	Part	26/09/2005 11:14	LARGE EQUIP
124	IN PROGRESS	13/10/2005 08:05	EQUIPMENT
125	IN PROGRESS	13/10/2005 08:27	EQUIPMENT
126	Part	13/10/2005 11:00	LARGE EQUIP

Order consumables and parts

Select	Part No	Description	Qty	Price ex	Total
<input checked="" type="checkbox"/>	ASCC000021	CLEANING KIT (ALL USE)	2	15.50	31.00
<input checked="" type="checkbox"/>	COFFER56449	FREDER (CAL)	1	25.00	25.00

Remote Engineer



about service accent remote engineer

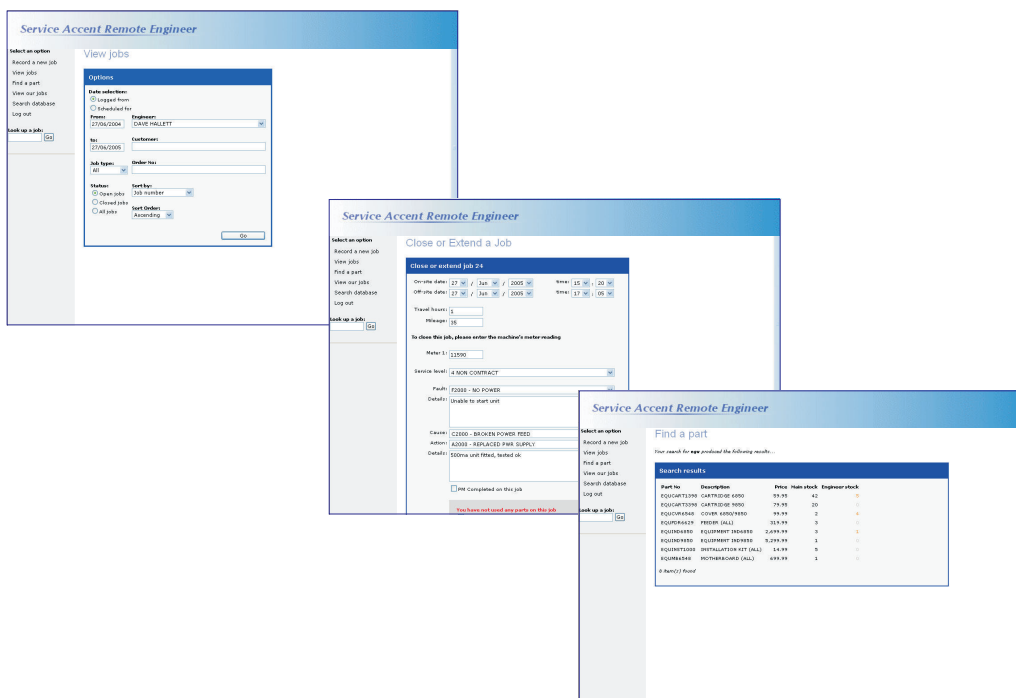
With Service Accent Remote Engineer, your engineers/technicians can view their open jobs and their job history, complete job details in real-time, use and request parts, view and interrogate stock locations, view customer contracts and even log new jobs.

Service Accent Remote Engineer is ideal for situations where engineers are based at a location (including their home) that is remote from the point of service control. It is also an alternative to the Service Accent Wireless module where it is appropriate for engineers to be working with a laptop rather than a PDA.

immediate benefits

By eliminating the need for paper jobs sheets Service Accent Remote Engineer offers the following tangible, measurable benefits:

- **Instant invoicing** your field staff enter data directly into Service Accent; invoices can be produced instantly - no waiting days or weeks for the job sheet to come back to the office
- **Accurate invoicing** no need to decipher engineers handwriting, no 'guessing' at what parts were used or which parts have been requested
- **Improved stock control** parts used and parts requested are entered and updated in real time, both main stock and van/car stocks are accurate to the minute
- **Improved first-time fix rate** reduces costs and increases profits because engineers can access machine service history, they can see if this fault has been reported before and what was done to fix it
- **Empower your engineers** giving engineers control of their workload is proven to improve morale, increase performance, reduce errors and increase margins



quick facts

deploying the solution

Service Accent Remote Engineer requires an internet browser like Internet Explorer. Java scripting is also required.

Your engineers will need access to the internet to use this solution, so to use it in the field via laptops, they require either a GPRS/3G card in the laptop or they can connect to their mobile phone to use the phone's GPRS/3G connection.

A lite version of Service Accent Remote Engineer, Service Accent Mobile, has been developed especially for PDA devices.

Trying it yourself

If you want to try Service Accent Remote Solutions for yourself, please go to:

<http://remote-solutions.net>

You can also try Service Accent Mobile, the lite version of Service Accent Remote Engineer designed specifically for PDA devices by going to

<http://serviceaccent.mobi>

on your internet-enabled device

more information

<http://serviceaccent.com>