EDIFICE™ Service Management

SCHEDULING MODULE

The EDIFICE Service Management system has a fully featured scheduling module that allows equipment and staff to be scheduled for customer work.

EQUIPMENT INVENTORY

Service Management maintains detailed equipment inventory by customer site which allows utilities to track maintenance schedules and testing.

SERVICE HISTORY

The EDIFICE Service Management maintains a complete history of all service requests and work performed at a customer location. This history can be accessed, viewed and printed.

- Printed work orders with customer/location specific information (including images) are generated so that you have an audit trail. .

- User defined problem and task codes make it easy to get calls entered and scheduled.

- Incomplete work orders stay open and provide your staff with a way to follow-up with your field techs so that paperwork does not get lost.

- EDIFICE Service Management can be deployed using an in-house server or in a secure hosted environment; you have the freedom of choice.

Service Management Module

The EDIFICE™ Service Management is designed to complement the EDIFICE Utility System and is an essential component in managing your customers as well as your internal infrastructure. Utilizing a Graphical User Interface (GUI), this highly integrated module emphasizes "ease of use" and is designed to help your staff serve your customers quickly and efficiently.

Single Screen Call Control

Managing and tracking customer service call requirements is becoming increasingly complex and demanding. Calls must be quickly and proficiently recorded and all variables must be taken into consideration in order to respond to your customers in the most professional manner. Service Management allows customers to easily be accessed using account numbers or looked up using advanced search capabilities through a single screen. The system knows if there is already an open call for a customer and also maintains a complete call history for that customer.

Equipment and Asset Inventory

Service Management maintains detailed equipment inventory by customer site which allows utilities to track maintenance schedules. In addition, Service Management allows utilities to develop and maintain a database of their own equipment and its maintenance requirements. This allows the utility to maintain the assets that make up their individual systems to the highest standards possible and also manage the age condition of the assets so that system downtime and interruptions of service to customers can be avoided.