



Assistance

Indispensable, inexpensive

Assistance

Assistance and Assistance Mobile, a suite of applications designed for specialized technical support companies. The suite, born from a longstanding partnership with a heating systems technical support market leader, implements a winning model of support activity management.

From the client request to the technical activity, all steps are tracked in real-time by mean of a powerful yet flexible information management engine. Assistance Mobile, who integrates a reliable and sophisticated system for synchronizing

data with the central database, assure immediate availability of all the information needed to complete the support activity.

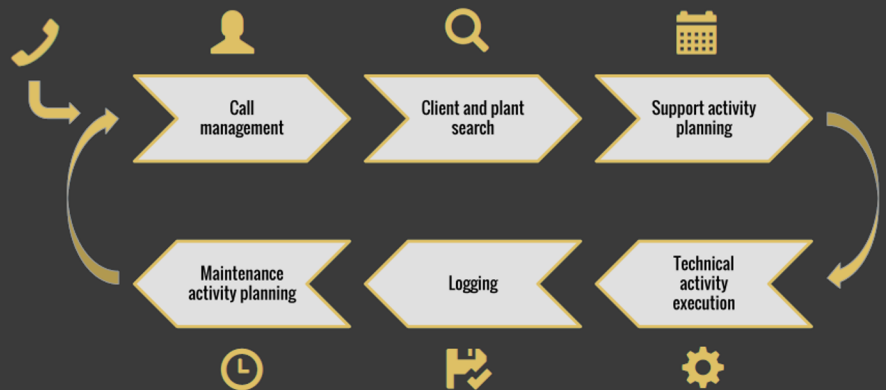
Feedback to the central database, by mean of the synchronization system, closes the technical support (or maintenance) activity cycle.

A clean and intuitive user interface makes Assistance and Assistance Mobile usage really easy and straightforward: all this in an indispensable and inexpensive tool.



Key features

- ~ Clients, products and plants database
- ~ Flexible and wide plant structure definition
- ~ Client/Plant link definition
- ~ Technicians database
- ~ Graphical technical activity planner
- ~ Mobile application
- ~ Gas analyzers integration
- ~ Real time support activity log
- ~ Storage movements tracking
- ~ Complete and flexible plant data sheet
- ~ Maintenance and energetic efficiency log management
- ~ Automatic content management
- ~ Planned activity management by plant
- ~ VoIP PBX integration
- ~ SMS notifications
- ~ Flexible data warehousing and statistics engine



Assistance Planner



What you get

- ~ Immediately find:
 - . Client information
 - . Plant information
 - . Activity information
- ~ Easy notes management (for incident, client, plant...)
- ~ Detailed daily view
- ~ Detailed technicians availability view (available, ill, annual leave...)
- ~ Technicians time-slot booking for special activity (training, meetings...)
- ~ Technicians time-slot locking to avoid double booking
- ~ Technicians time-slot swap
- ~ Technical activity copy and paste
- ~ Time-slot inflate and deflate and move
- ~ Highlight of activities sharing same attributes (location, urgency...)
- ~ Auto docking and multi-monitor GUI
- ~ Automatic technical activity classification based on activity property

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