

Field Service Management

METRIX™

Benefits

Deliver Superior Service

Improve Worker Productivity

Reduce Costs

Increase Service Revenues

www.metrix.com

Delivering Superior Service through Robust Field Service Management

Field service is a fundamental component for any service-oriented organization. In today's demanding service environment, integrating service calls, preventive maintenance and repair is vital to any field technician's job. It is critical for field service organizations to maintain a connection between the home office and technicians, enabling them to deliver fast, effective customer service.

Metrix 4e provides immediate and complete access to customer history, product-specific information, inventory and parts availability. Armed with this knowledge technicians resolve issues more quickly, dramatically improving first-call resolution and customer satisfaction.

With Metrix 4e, you can automate your field service, mobilize your field force and manage complex field service operations with higher levels of worker productivity, profitability and customer satisfaction.

Metrix Field Service Features and Benefits:

- Quickly adjust technician scheduling, change repair priority levels, and execute change orders.
- Coordinate regular preventive maintenance to reduce redundant visits, and easily manage complex contracts.
- Create new and track historical service calls.
- Assign appropriately skilled technicians and escalate calls automatically.
- Manage spare parts and trunk stock inventory.
- Generate standard and customized reports to track profitability and analyze parts failure, technician utilization and workload.
- Automate generation of customer invoices.
- Update service call details including parts and labor usage, expenses incurred and additional charges applied.
- Monitor customer billing or tracking of service call costs against a customer contract (service agreement) or equipment warranty.
- Enable customers to track service issues, log service requests, check repair status and monitor returns all from the Web.
- Use standard and customized reports to track detailed costs for parts and labor, monitor returns and repairs for parts and analyze technician workload and deployment.

Additional Features

- Universal view of customers including service histories and state-of-the-art tools for problem solving.
- Automatic assignment, location and requisition of parts according to requirements for fulfillment.
- Escalation alerts staff and customers based on user-specified scenarios (order status, contracted SLAs, duration in queue).
- Response times and dispatch prioritization reflects open calls, contracts and technician capabilities.

The Complete Solution for All of Your Stakeholders

Metrix Field Service is an integrated part of an enterprise-wide service delivery chain. Integrate Metrix Field Service to your existing business systems such as financial, legacy and CRM systems. When seamlessly integrated with other Metrix modules, Metrix Field Service provides additional capabilities, such as:

- Call Center-based problem diagnosis and repair.
- Customer self-service, including Web-enabled diagnosis.
- Third-party repair center integration and management.
- Contract, warranty, asset and entitlement administration and billing.
- Inventory and procurement integration.

By integrating and extending the value and reach of Metrix, you improve decision-making, streamline processes and provide timely information sharing across the enterprise (employees) and beyond to customers, vendors and partners.

About Metrix

Metrix offers a comprehensive suite of service management applications designed to help service-centric businesses automate, manage and streamline their service operations. The Metrix 4e suite includes: Field Service Management, Mobile Service, Global Repair Center, Reverse Logistics, Contracts & Assets Management, Inventory & Logistics and Contact Center. Utilizing our advanced XML-based integration capabilities, Metrix applications are largely hardware and operating system independent.

For more information about Metrix, visit us on the web at: www.metrix.com.

Contact Us

CORPORATE HEADQUARTERS

Datex International
10300 49th Street North
Clearwater, FL 33762

Toll-free: 800.9.33.2839
Direct: 727.571.4159
Fax: 727.571.4301
Email: info@datexcorp.com

CANADIAN HEADQUARTERS

2329 Guenette
St. Laurent PQ H4R 2E9

Phone: (514) 333-8980
Toll Free: 1-800-998-8980
Fax: (514)333-5339

MEXICAN HEADQUARTERS

Havre No. 67 Piso 6
Col. juarez; deleg. cuauhtemoc
Mexico, D.F.C.P. 06600

Phone: +5255-5525-5125
Fax: +5255-5533-4944

INDIAN HEADQUARTERS

DATEXCORP (INDIA) PVT. LTD.,
R B Business Centre, 3rd Floor,
2, Sanghvi Nagar, Aundh,
Pune,

Maharashtra - 411007
Phone: +91-020-4005-8587

www.metrix.com