



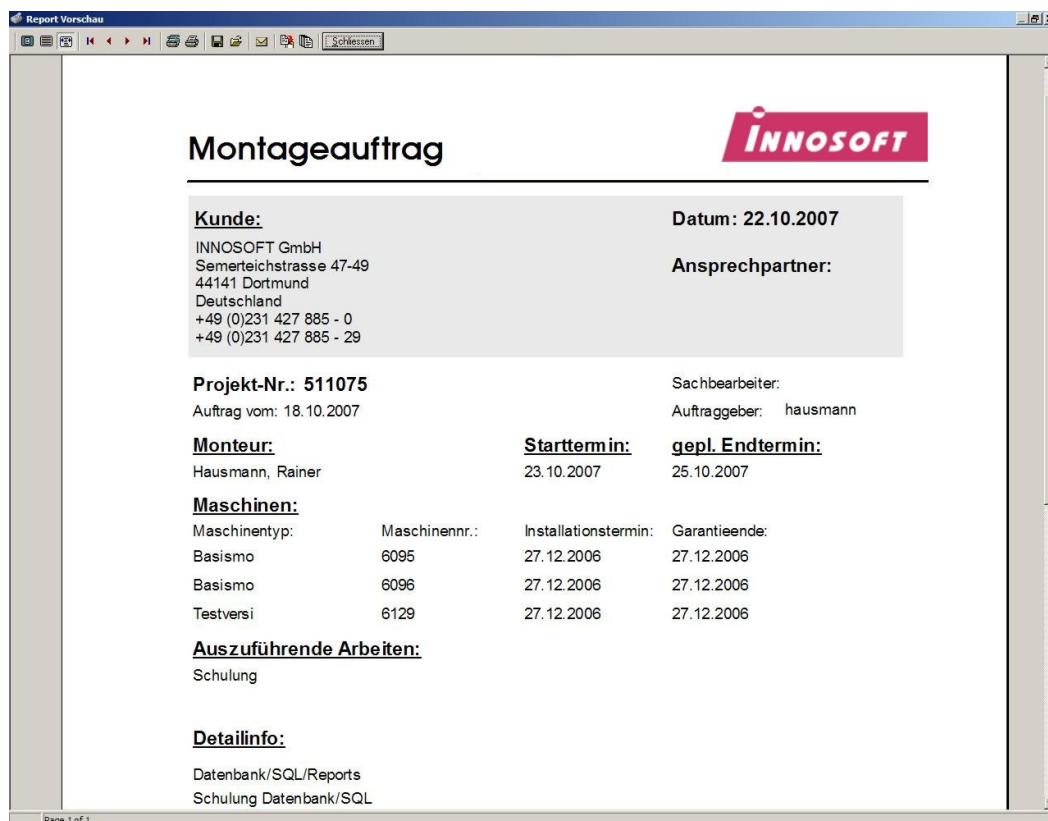
Reporting System and Report Generator

Functions

- Report generator and dynamic reporting
- Form design for e.g. proposals, invoices, order confirmations or assembly reports
- Well-structured and evaluable report forms
- Full text search

Benefits

- Automatic generation of the required forms and reports
- Correct and complete data entry by the use of default input fields
- Simple report generation by clicking on the selection fields
- Omission of the sets of forms
- Integration of the reports into the machine and installation history



Service Management System



Reporting System and Report Generator

In the field work service reports are created in various ways. They contain important information for the own enterprise. Especially in foreign assignments the service engineer often is the sole junction between company and customer. Thus he is the best source of information about investment projects and competitive products.

Research has shown that successful enterprises derive their innovations basically from the problems and requirements of their customers. Therefore service reports provide valuable impulses for sales and engineering design departments as far as product innovation is concerned.

Most companies apply different reporting systems. However, those reports are not very effective when they are copied, distributed and filed afterwards. Reports have to be available in a database in order to be ready for evaluations at any time.

The service engineers need clearly structured guidelines in order to be able to compare reports. These guidelines determine which information is important for the service management. Terms should be specified so that the engineer only has to mark the appropriate fields with a cross without having to worry about the correct orthography.

For the work in the mobile field service it is important to deposit the reports in the language of the field service engineer.

The Report Generator allows statistic evaluations and the user becomes independent of default forms. The forms and reports desired by the customers can be called up from all program modules.

Forms are e.g. assembly order, acceptance certificate, maintenance checklist, or order confirmation. Evaluations can be tool lists, monthly foreign assignments, cost or turnover analyses.

Service Report

Location Etten-Leur
 Location Rotterdam
 Location Zaventem
 Ticket No: 250

INNO SOFT
Projekt- und Servicemanagementsysteme

ABB SAP number:	ABB SMS number: 453	Date customer: 02.08.2007	Customer reference:
Order date: 02.08.2007	Time: 10:43:46	Contact person: Zelst, Jan	
Handled by / Department: INNO		Invoice address: Electronicaweg 1	
Ordered by Customer: Philips Semiconductors B.V.		9503 GA / STADSKANAAL	
Service/delivery address: Philips Semiconductors B.V.		E-Mail Address: Zelst@stadskanaal.nl	
Electronicaweg 1		Requested date / time / ETK: 10.08.2007 18:30:00	
9503 GA / STADSKANAAL		Service completion date / time / ETD: 02.08.2007 10:43:55	
Customer contact person on site:	Phone:	Engineer: Huyck, Geert	

For your own safety, make sure you are informed about all applicable local OHS/Regulations. Before delivering services, organize 1 or 2:

1. a customer supplied Work Permit
 Customer
 2. the ABB supplied Job Safety Plan
 ABB
 Is the workplace visually inspected and approved?
 Personal

Emergency phone numbers:

Serial No.: 2000-4582
 Machine type: IRB 2000
 Machine description: Kast in Hoogeveen r
 Duty time Counter: 1500
 Baseware: 12.5.18

Follow up required
 ABB
 Customer

Create Todo: Todo
 Create Procedure: Procedure

Fault reported
 Action taken
 Delivered products
 Products taken in return
 Used test equipment

02.08.2007 10:41:47 - INNO
Joint of robot arm broken

Place: A1 Place one
 Fault: 100 Druck
 Reason: e Eingebefehler
 Repair: 12 test

Date	Start	End	Driving hour	Resting hour	Labour hour	Km	Total hours	Hotel
08.08.2007	08:00	16:00	01:45	00:30	07:30	152	09:15	<input type="checkbox"/>
09.08.2007	07:00	18:00	00:35	01:00	10:00	25	10:35	<input type="checkbox"/>
10.08.2007	08:00	16:30	01:45	00:30	08:00	152	09:45	<input type="checkbox"/>

Job done: Yes
 No
 System tested in automatic mode: Yes
 No

Geert Huyck _____
 Date / signature engineer Date / customer approval signature

Digital form with integrated tab

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