

# Service Management System



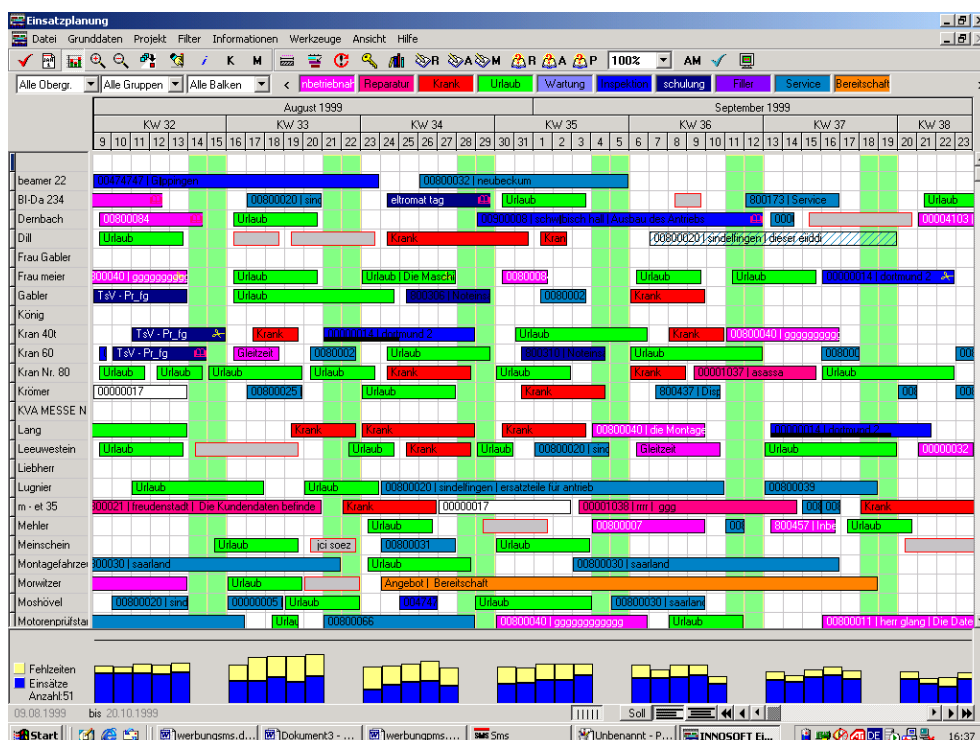
## Resource Planning

### Functions

- Date and capacity management
- Maintenance contracts
- Supervision of all scheduled and unscheduled service assignments
- Automatic generation of assembly documents
- Comparison of the budgeted, planned and actual costs
- Graphical disposition of resources
- Resource planning in the web

### Benefits

- Optimization of capacity utilization
- Current project supervision
- Connection of several factories, branches and field representatives
- Identification of available and overloaded workgroups
- All service-relevant data in one system
- Proximity search for route optimization
- Worldwide, location-independent access via the internet



## Resource Planning

The **INNOSOFT Resource Planning** is a comprehensive tool for the planning and supervision of projects, assignments and resources. The system provides a clear graphic representation of the human resources and machines scheduling, the tracking of the accruing costs, as well as the automatic generation of assignment documents.

**Resource data:** The term “resource” describes all available employees as well as all available working material. All information, which is important for the field service, is indicated in the system, e.g. the passport number and the specialization of the technician.

**Machine Data:** All machines which are installed at a customer are managed by the system, so that the customer address file also shows all machines, which have already been delivered to this customer. Information such as machine type, installation date, warranty expiration, order parts lists and other data can be recorded.

**Project and order data:** Service assignments can be entered into the system by one simple click of the mouse. For extensive projects additional information can be deposited, such as target costs, responsible employees, machines, type of project and further customer- and project-specific data.

**Assignment and capacity overview:** Assignment data describe the allocation of a resource to a project or an order. All assignments are indicated graphically and can also be modified graphically. The assignment data can be viewed in an “information window”.

**Capacity utilization:** The indicated capacity refers to the “filtered” resources. The capacity overview shows the difference between the capacity demand and the actually available capacity. In case of a deferred assignment the system will update those calculations automatically.

**Simplification of administrative tasks:** Many administrative tasks which arise on a regular basis are indicated in the program, including the graphical vacation management as well as automatic printouts of all important order and assignment documents.

**Assembly costs:** The system shows the budgeted, planned and actual costs of the service and assembly assignments as well as the costs of the aggregated order.

**Maintenance:** The integrated maintenance tool allows the deposit of customer-specific maintenance contracts with different servicing intervals. The assignment bars are generated automatically either directly in the field of the employee in charge or in the group container, and the required capacity will be considered in the utilization diagram.

**Web Solution:** The basic functions of the Resource Planning are also mapped in the internet, also using the data stock of the **INNOSOFT SMS**. A simple direct selection over the indicated time period is possible as well as various filter and zoom functions.

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