

SERVICE & ASSET MANAGEMENT

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KEY BENEFITS

- Effective asset management
- Easy to manage multiple asset locations
- Track all asset events
- Asset classification
- Scheduled maintenance
- Integrated systems

“It feels now like we are doing the job we were employed to do. We now have at our fingertips the data we need to analyse and produce for the departments. We’re providing them with a complete breakdown of costs, and we’re adding value to the numbers that we’re producing.”

Michelle Mullins, Finance Manager, MediaWorks

Effectively maintaining customer assets or systems in many or even remote locations, requires careful resource planning and effective IT systems. The Greentree Asset Management suite works in conjunction with the Greentree Customer Support suite of software to provide a range of options for organisations of any size.

Asset management

The Asset Management module caters for the tracking of physical assets, including those within your organisation and optionally any that are serviced at external locations. External assets may include your own items, or those that you have sold and now maintain under a warranty or service contract agreed with your customer.

Multiple asset locations

Multiple asset locations can be defined, and details of the relevant maintenance contract can be specified per location, if the Maintenance Contracts module is being used. Asset Management keeps track of whom the asset belongs to and who is using it. The asset's current location and status are available throughout.

Track all asset events

All asset events are automatically tracked, including actions such as putting the asset on loan, repair or service, as well as reconfiguring or disposal of the asset. Manual events or actions can also be entered.

Asset classification

Classes of assets can be defined, allowing for the categorisation of assets into groups as required.

Classes define the nature of the asset included in the class, such as 'must link to a Fixed Asset' or 'must have a Serial Number'. In addition, classes allow for asset allocation to maintenance contracts based on class, as well as reporting.

Scheduled maintenance

Regular maintenance work can be scheduled and service requests automatically generated by the system as milestones are passed. You can base the scheduled maintenance of physical assets on usage, and this may include the number of hours a machine has been used, or the kilometres travelled, or simply a maintenance cycle, such as quarterly. The scheduled maintenance cycle is linked against the asset and used to automatically generate Service Requests based on the selected cycle.

For more information about
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