

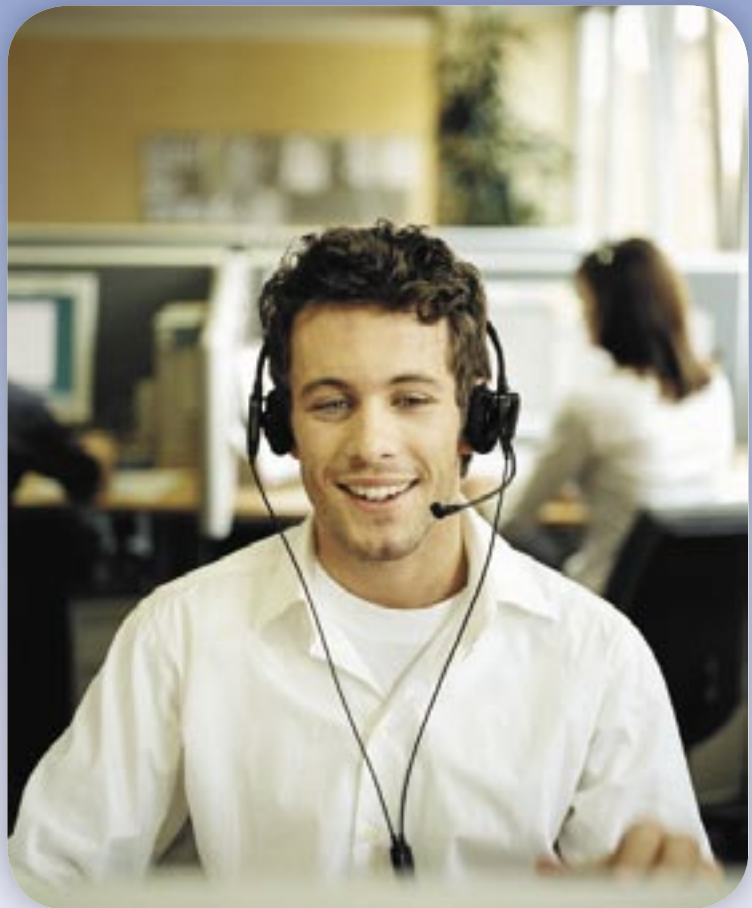


HANSAWORLD
ENTERPRISE

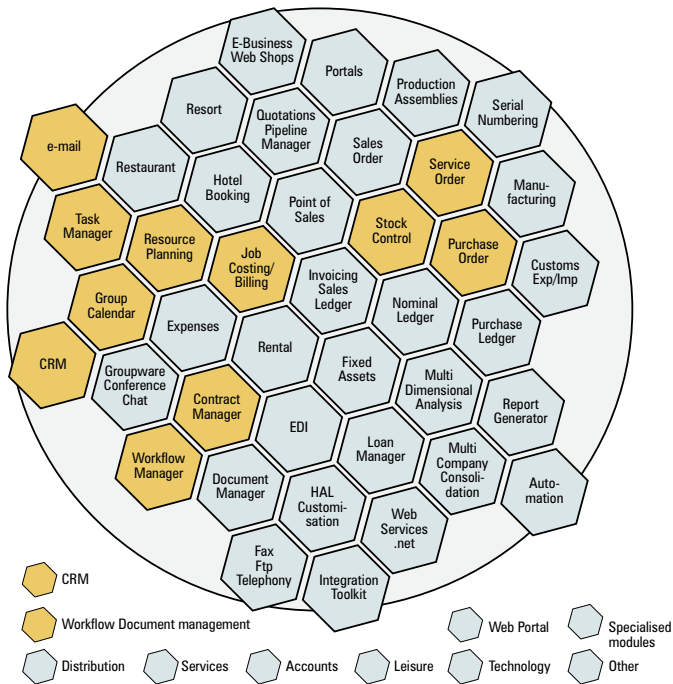
After Sales Support

HansaWorld's wide range of modules and functions enables you to maintain and improve your customer relations and service levels.

Use HansaWorld Enterprise to manage repairs, service agreements, contracts and call centre activities.



www.hansaworld.com



Hansaworld Honeycomb – ERP, CRM, e-Business, Accounts – All in One Integrated Solution

Introduction

HansaWorld's Service Order module provides detailed functionality for companies that repair stock, including tracking of repair items, works orders for instructing engineers as to required work, charging of parts and labour against a repair, and the ability to recharge any or all incurred costs to the customer. Use the CRM and Task Manager modules for helpdesk and other call tracking functionality, and the Contracts module for support contracts and maintenance agreements.

Stock Tracking

HansaWorld allows multiple stock locations to be set up, and even a default location for customer stock being repaired. HansaWorld has a special stock movement for Service Orders, which allows customer stock to be moved in or out of any of the locations already specified.

Works Orders

At any time, Works Orders can be created for any range of Service Order lines or Service Orders, and assigned to an individual engineer. These are instructions to each engineer as to work required. Each Works Order allows for a planned time in which the work is to be performed, and a final deadline. The status of the Work Order can be changed at any time, from Issued to Started and then Finished, or Cancelled.

In addition, if parts are required for the work, Purchase Orders for them can be raised from the Works Order.

Parts and Labour

Engineers record the parts and labour incurred against individual Service Orders, by way of Work Sheets. Parts used can be stock controlled or not, as required, and serial number tracking is available for each part. Available stock items can be reserved for future use. Labour is charged in the same way, as incurred. Each cost line is posted to a separate, editable register - this allows reporting on costs incurred, and changes to be made to the income values or quantities prior to invoicing.

Service Orders

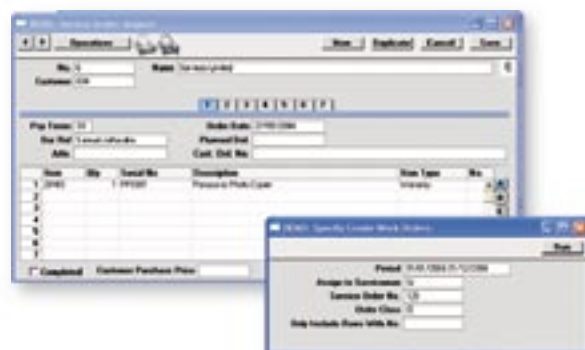
If work is to be performed on any item, a Service Order is created first - this is the main central record for the Accounts Department. This details the original customer and any future payment terms, and the items on which the work will be done. HansaWorld can keep track of the serial numbers of items previously sold, and give you a selection for that customer when you add the item to the Service Order.

HansaWorld allows multiple items to be added to each Service Order, each treated differently. If the work is invoiceable, costs that are later accumulated against the Service Order can be sold on to the customer. For work that is under contract, specify the contract already set up in the Contracts module (see HansaWorld and Repeat Billing). The length of warranty periods can be set up for each item sold, and HansaWorld will automatically compute the end of the warranty period based on the sale date of the item being repaired. In each case, HansaWorld allows a standard problem to be registered, for printing on engineers' instructions (Works Orders). Also each item can bear a maximum cost of repair.

From the Service Order, the Accounts Department can monitor the progress of work by running a Service Order Status report, or the status of the customer's account with the Customer Status report. The contents of this latter report can be configured differently for each user.

Invoicing

Invoices can be raised at any time for any Service Order or range of Service Orders, if they have been specified as invoiceable. The invoicing routine refers to the sale value of costs showing in the Worksheet Transaction register, whether parts or labour. Invoices raised in this way appear in the Sales Ledger, but remain editable in all respects until confirmed (OKed) there.



Helpdesk

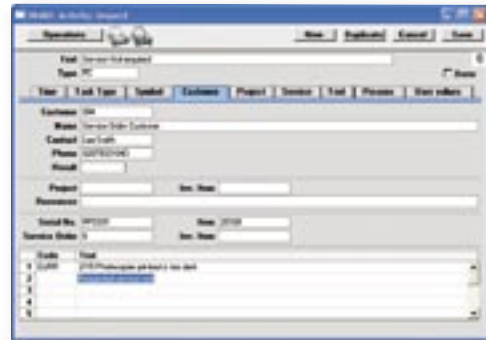
For companies that provide helpdesk services, or those that simply want to record what has been said to individual customers, the Task Manager module provides ideal, simple to use features. Create Activities for each conversation, which record the customer and contact details, who spoke to them, the date and time (start and end times for more detailed reporting), and as much text as is required. Activities can be classified by type, for reporting purposes. HansaWorld also provides a versatile, Sequences function, which ensures that a new Activity is automatically created a given number of days and/or hours later, whenever a particular type of Activity is completed in a specified way.

This function is ideal for callbacks. Activities remain open until completed (OKed), and so a report of not OKed Activities gives all unresolved support calls.

The CRM module also provides a standard letter writing capability. Standard paragraphs of text can be saved, for repetitive use. These paragraphs can then be associated with letters to individual customers, or all customers that meet specified criteria. Letters can be printed or faxed. These features are ideal for standard support faxes.

Support Contracts

HansaWorld's Contracts module allows the saving of all details of periodic support or maintenance agreements. Each Contract is for a specified customer, starting on a given date, and running either indefinitely or until an end date. Contracts can be for any number of days or months, and so can include monthly, quarterly or annual contracts. The Contract is also designed to list equipment under maintenance, or simply the type of support being offered. HansaWorld allows you to customise the format of the support contract document. Invoices can be raised automatically for any range of Contracts and any range of dates, and are saved as editable invoices in the Sales Ledger. HansaWorld will even handle the deferred income calculations automatically, spreading income to future periods on patterns you define!



After Sales Support

All in one

With HansaWorld software, your front office and back office are totally integrated so that they function as a single, powerful tool for all employees. There are more than 45 fully featured modules covering the key business areas of most organisations, allowing you to concentrate your data in one database. Having a single datafile improves the consistency of your data, and lowers the total cost of ownership by reducing the cost of upgrading. Users can choose to run the HansaWorld client software on any Windows operating system, from 2000 to XP, Pocket PC, Mac OS X and even Linux GUI solutions. The HansaWorld server can be run on Windows XP and 2003, Mac OS X, Linux, Unix and IBM OS/400. The preferred hardware for servers is an IBM eServer (xSeries, pSeries, iSeries or zSeries) or xServe (or G4 in smaller installations).

With the HansaWorld Portal and e-business solutions, you can extend the community of users beyond your own employees, by giving customers, prospects and other partners carefully controlled access to data via a web browser.

Contact your partner

To learn more about HansaWorld ERP and CRM solutions contact your local HansaWorld office or distributor or a Certified HansaWorld Business Partner. HansaWorld offices and/or distributors are located throughout Europe, South America, South Africa and the Middle East. A list of HansaWorld offices and distributors can be found at the Country link on our website, www.hansaworld.com. Details about local Certified HansaWorld Business Partners can be found at the Countries link at www.hansaworld.com.

Company profile

HansaWorld is a major international software company specialising in business applications. The group has 130 employees in offices in Europe, South America and South Africa. Distributors are also found in Europe, South America and the Middle East.

HansaWorld's advanced and successful user interface was first developed for Apple Macintosh in 1988. In 1994, when the program was ported to Windows, it had already been proved by thousands of users. HansaWorld's experience with international sales and modern technology puts it in the perfect position to meet the challenges of the next decade.

HansaWorld provides a wide range of technologies for e-business including internal and external e-mail, several webshop solutions and PDA support. In addition, HansaWorld can help to build a corporate portal. HansaWorld is developed using C++ as its programming language, and proprietary technology for database design and for network communication.

This allows HansaWorld to have the same products available for several different operating systems, each version optimised for maximum performance. Currently HansaWorld is available for Windows 2000-XP, including Windows CE, Mac OS X and Unix, including Linux and OS/400. HansaWorld is IBM eServer proven, running on xSeries, pSeries, iSeries and zSeries.

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