

The Service Maestro



INFORMATION INTEGRATION GROUP, INC.

Music to the Ears of Service Industry Professionals

IIG's Service Maestro enhancement lets you take control of all aspects of in-house and field repairs, either under warranty or billable, while you gain more value from your MAS 90 investment.

Available features:

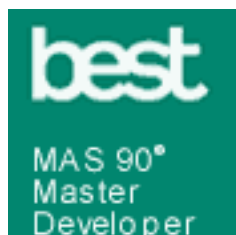
- Multiple dispatch generation for a task
- Track task date & time/priority/acceleration
- Provide estimate for repair work
- Track skill requirements for type of call
- Repair/installation control – specify steps/tasks needed to complete an installation
- Third party billing – authorized manufacturer's repair call
- Ability to sell extended warranty and preventive maintenance contracts
- Report material and labor used for the call dispatched
- Generate sales order for the material and labor entered when closing the dispatch
- Display history of calls to the site
- Display inventory at client site
- Track return to vendors – generation of vendor debit memos
- In-house repairs (vendor warranty or billable) are also managed more efficiently and profitably when you add this IIG enhancement to your existing MAS 90 installation.

ON-LINE DEMONSTRATIONS AVAILABLE!

Line	Item Number	Description	SE	TC	DC	DS	CM	Disc %	Unit Price	Extension
1	1001-HON-H252	HON 2 DRAWER LETTER FILE W/O LK	Y	TX	Y	N	Y	.00%	84.000	252.00
2	1001-HON-H254LK	HON 4 DRAWER LETTER FILE W/LCK	Y	TX	Y	N	Y	.00%	130.950	654.75

Processes automated:

- Quick entry of task information
- On-line access to historical repair and warranty information for equipment on site
- Repair estimating – listing of parts and needed for the service call
- Skill Match – Match call requirements with technician availability and skill set
- Quick dispatching of tasks entered – prioritize and accelerate calls not completed
- Auto task generation for preventive maintenance contracts and installation sales orders
- Billing for the services – parts and labor



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Available features:

- Display planned hours for each step
- Entry options for skill codes and skill levels for each technician
- Loading components needed for the repair work using repair options selected
- Creation of repair tickets for the repair work
- Displays status of the repair/installation in the sales order
- Third party billing – able to bill the manufacturer for the repair work done
- Track returns to vendors – generation of vendor debit memos

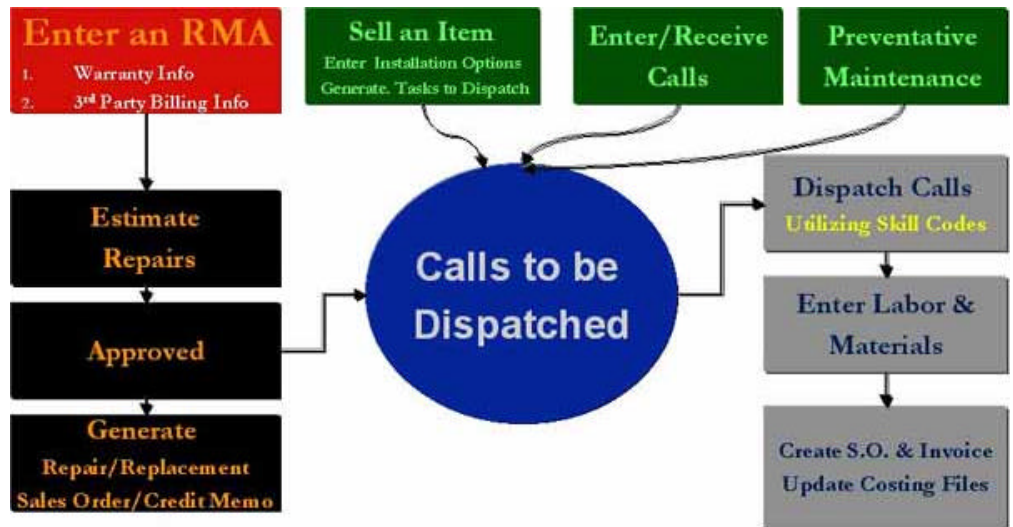
Auto-generate MAS 90 transactions based on return type entered:

- Generate repair sales order
- Generate credit memo for the return
- Generate credit memo/replacement sales order
- Return to vendor for credit

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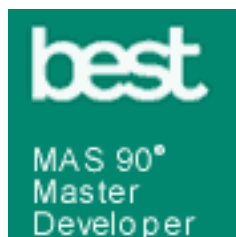
In-House Repair Management

In-house repairs (vendor warranty or billable) are also managed more efficiently and profitably when you add this IIG enhancement to your existing MAS 90 installation.



Processes automated:

- Issue authorizations to return parts for repair
- Estimate repairs using a pre-defined list of repair categories and options
- Track authorizations for repair approval/receipt of goods
- Receive items authorized, with inspection of goods received
- Specify tasks/steps to be performed for a repair
- Define both repair work codes and skills required to perform the repair
- Display the status of the in-house repair
- On-line access to warranty information for the equipment under repair



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