

A screenshot of the Dynamics 365 Business Central user interface. The main window displays a 'SERVICE ITEM CARD' for 'B0000162 · Caterpillar 930 H'. The card includes a navigation bar with 'New', 'Process', 'Show Attached', 'Actions', and 'Navigate'. Below this is a 'General' section with the following fields:

No.	B0000162	...
Description	Caterpillar 930 H	
Service Item Group Code	20	▼
External Serial No.	YB5422556	
Status	Own Service Item	▼
Service Item Location C...	LANCASTER	▼
Location of Service Item	Lancaster	

The background of the interface shows a sidebar with 'DMS' and 'Activities' sections, and a top navigation bar with 'My Opportunities', 'My Quotes', and 'Service Item List'. A search icon is visible in the top right corner of the main window.

DSM

A BUSINESS SOLUTION FOR DEALERS OF MACHINERY

DSM is an it solution for your entire business. DSM creates an overview and gathers all your administrative tasks in one unified it system for service, machine trading, logistics and finance. Furthermore it is built on more than 30 years of experience!

DSM IS MODULAR

DSM (Dealer Service Management) is a modern, fully integrated solution especially for machine dealers. The solution is built with modules and supports the administrative tasks that machine dealers undergo daily in their business.

Including configuration of machines, management of stock and spare parts, service management, rental of machines, claims and much more. DSM is built on top of Microsoft Dynamics and can be easily integrated with other Microsoft products.

SERVICE

With the service module, your service agreements are in control. DSM helps with service planning and statutory inspections and ensures efficient reporting of spare parts and time consumption, so you have a full overview of your costs.

LOGISTICS

You have the opportunity to search for goods in many different locations - both internally and externally on Internet databases. And you can control stock days and turnover rate on your goods.

MasterDATA

Use the large amount of data that you get available via DSM, and which you can mix and match for business purposes - for example, sales of machines on online machine portals, new apps, webshops, price updates, spare parts sales / purchases and much more.

FINANCE

Make use of electronic invoicing, where invoices and other documents are automatically analyzed and data is entered into the DSM directly from the scanned image on the screen.

New templates for each vendor are created automatically and corrections are easily added - just by clicking on the image with the mouse.

MACHINE SALE

You can control your entire sales process with the built-in CRM system and the machine configurator, which creates a complete overview of costs and revenues on the machine. With electronic price update, DSM can calculate prices and integrate data with external sales channels.

COMPLETE BUSINESS SOLUTION

DSM - Dealer Service Management

DSM is developed on Microsoft Dynamics Business Central and can thus be easily and quickly integrated with other Microsoft products.

DSM is a highly specialized business solution, which has been developed in collaboration with machine dealers and is the result of JMA's many years of experience in the business.

DSM is dedicated to machine trading

- Configuration of machines from quotation phase to order and after sales
- Chain trading analyzes
- Finance and book keeping
- CRM built for machine trade
- Management of stock and spare parts
- Handling of service, warranty and complaints
- Integration of web portals and suppliers

E-commerce

DSM makes it possible to exchange machine data, spare parts data, orders, invoices and debtor data to i.e. your own webshop - a data exchange based on the latest web technology. In addition, it is possible to exchange data with other web portals for the sale of machines and spare parts.

Webparts

Via www.web-parts.com you have the opportunity to search for spare parts internationally and you can easily and quickly sell your spare parts via the shop.

Vendor integrations

Possibility to integrate to suppliers with purchase orders, spare parts prices and machine data.



Manage DSM on the go via mobile, tablet or desktop

HOSTING

More and more businesses choose to outsource their IT operations to JMA. This means that the company's servers and programs are placed in our certified hosting center rather than internally in the company. A hosted solution provides good economy, flexibility and security.

JMA runs a professional data center, where security and uptime are always in focus. The data center is secured against fire, water damage and burglary. Should a power failure occur, it automatically switches to emergency power supply and in the event of an extreme emergency, our diesel-powered emergency generators start up automatically.

DSM benefits

- » Future-proof and globally respected ERP solution from Microsoft Dynamics BC with a specially developed DSM business solution from JMA
- » Certified solution that follows upgrades and version control according to Microsoft Dynamics BC versions
- » Fully updated and modern business solution, which is initiated by the needs of the industry and developed by experts
- » Professional and competent service and consulting services
- » Certified and reliable hosting environment

Contact

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ABOUT JMA

We are specialists in IT solutions for machine dealers. We advise on business process optimization, machine configuration, inventory optimization, service management, financial reporting, chain trading analytics and much more. We can provide training, technical installations and hosting - in short, everything regarding the machine dealers' use of IT in the running business. We are the experienced sparring partner with close relationships to both suppliers and business associations.

Experienced partner



Business knowledge



Focus on machines

