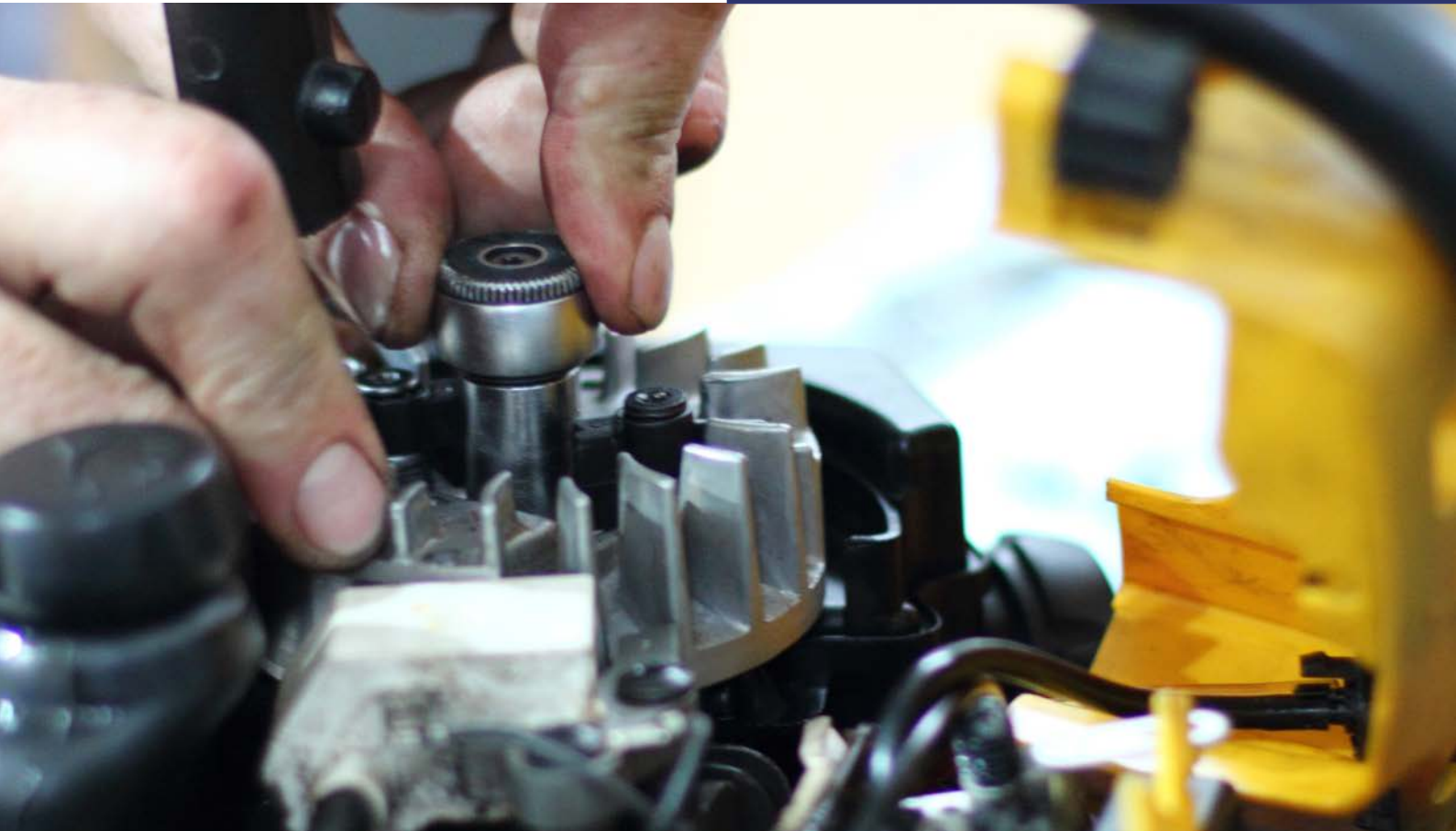




# DSM Service



## Service, warranty / complaints and installation of machines

### Field Service Management

The DSM solution is integrated with REEFTmobile™. A mobile solution for planning and managing service technicians and repairs.

Via an app for mobile, you get the option of online order management and thus you always have control of your service tasks.

With DSM and REEFT online order management on your mobile, you get:

- To manage timesheets, service management and invoicing.
- Overview of orders and tasks both from the office and out in the field with the technicians.
- Both online and offline services
- The technicians have all the information they need to solve the tasks in the field and can report as soon as they have completed a task

## Service Contracts

The DSM system enables you to offer service contracts to your customers.

It is possible to add one contract per customer with any assembly of several machines on the same contract.

This makes it possible to follow up on the service contract economy and keep track of how many expenses compared to revenue there are per contract with the customer in question.

In the contract it can be stated on the individual machine whether service is included, and you can manage operating hours.

It is possible to link the service contract to a rental order and to link a service and rental contract.

## Warranty and Complaints

When a service order is created and if the machine has a warranty type code and there is still a warranty on the machine, the warranty is activated automatically. It is possible to create a guarantee type code.

Warranty follow-up is a tool for managing complaints. On each type of warranty, it is specified whether the type is to be displayed in the warranty follow-up.

Warranty follow-up can be used to indicate whether the complaint has been sent to the supplier and when a response from the supplier is expected.

## Assembly

Via the machine economy, the user can get an overview of all transactions on the machine: purchase, sale, value adjustments, preparation costs - EVERYTHING.

### Configuration of the Machine

Possibility to import factory-fitted equipment from the manufacturer's website in order to manage machine sales quotes, sales orders and purchase orders.

### Equipment

Equipment from 3rd party suppliers can be installed via preparation / assembly orders. All costs and revenues affect the unique machine, so you have an overview in the post-calculation (machine economy).

### Assembly Orders

Assembly orders can contain service kits with pre-defined item numbers and resource lines (time consumption), which can be automatically inserted on the assembly order. This saves time and helps avoid manual errors.

### Calculation

Configurations can also be used to make pre-calculations when loading from either the manufacturer's website or excel templates.

For example, calculate a new cost price based on pre-defined cost types for each machine model. List price + transport costs + sales assistance from suppliers and more.

Use this new calculated cost price to calculate a new sales price (for example, I will earn 20% based on the new cost price) and update the sales order with the new calculated sales price.

## 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.



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