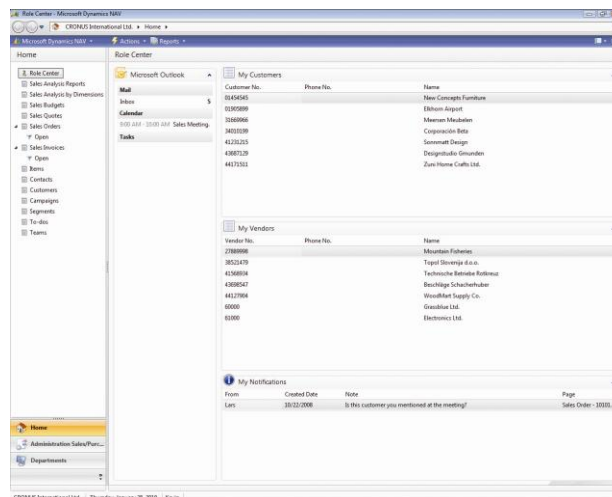## Service Management in Microsoft Dynamics NAV 2009

BENEFITS

- **Enhance operational efficiency.**
  Create a productive work environment
  with clear visibility and tight control over
  parts inventories, costs, workloads, and
  task prioritization.

- **Improve service order management.**
  Streamline the generation, dispatch,
  completion, and invoicing of service
  orders, and track parts consumption with
  access to up-to-date information about
  contract agreements, pricing, task
  prioritization, and the skills and
  workloads of service technicians.

- **Effectively manage contracts.** Set
  up and track warranties, service level
  agreements (SLAs), contractual service
  periods, or response times to automate
  related service orders, capture data on
  contract fulfilment and history, and help
  ensure profitable quotes and
  agreements.

- **Build customer loyalty.** Become a
  valued supplier when your people can
  provide proactive service, consider
  customer histories and preferences in
  dispatch decisions, and implement
  customer-specific pricing and discounts.

**Create a competitive edge with superior customer service operations that
build customer loyalty while fueling profitability. Service Management in
Microsoft Dynamics® NAV 2009 can help your organization quickly respond
to customer service requests, organize resources for maximum efficiency,
and boost customer satisfaction.**

*Get a complete view of all service item data, such as customer information,
reports, and related actions.*

With Role Centers in Microsoft Dynamics NAV, you can gain the insight you
need to make profitable decisions about the costs, inventories, workloads, and
financial returns of your service operations. Role Centers provide access to the
data, reports, alerts, and common tasks you need to work effectively. You can
personalize your Role Center based on business needs, including the ability
to view key performance indicators (KPIs) on service levels or customer
satisfaction rates. Easily create ad-hoc reports on current inventory levels or
price adjustments, and export the data to Microsoft® Office Excel® in a single
click so that you can easily share it with coworkers.

Microsoft Dynamics NAV

FEATURES

BUSINESS ESSENTIALS	**Role Centers**	• Dispatcher • Order Processor • Outbound Technician
	Business intelligence	• Generate ad-hoc reports to spot trends and track periodic service appointments and technician workloads. • Monitor service performance from your Role Center using KPIs (the chart option in the Role Center). • Share data with coworkers by easily exporting it to Microsoft Office Word or Excel.
	Reports	• Access, analyze, and understand the performance and profitability of service operations quickly by generating reports on performance measures such as current open service orders, response rates, and service item and contract profitability.
ADVANCED MANAGEMENT +	**Service order management**	• Capture information about open service quotes, quickly create service orders based on customer requests or after-sales issues, or accept the system-generated suggestions to open an order based on periodic service or contract obligations. • Easily log service order completion for accurate records and profitability management.
	Contract and SLA management	• Manage SLAs, contracts, or warranties to anticipate service needs, meet obligations for service periods or response times, record customer preferences for technicians or service appointments, and proactively schedule service. • Record actual response times, track associated service parts and labor, automatically generate contract invoices, and easily analyze contract profitability.
	Work and material planning, scheduling, and dispatch	• Define typical time, material, and resource requirements for a specific service type; track skills and availability of service personnel and field technicians; and then assign service orders to efficiently utilize available resources. • Prioritize and escalate tasks as needed with clear insight into open service orders, contract commitments, and technician workloads.
	Service item tracking	• Track service items and parts, including serial numbers, inventory, costs, and individual profitability. • Accurately track, allocate, and analyze crucial data about items, costs, and jobs.
	Item and component service histories	• Register and track serviced equipment, including site locations, components, loaned equipment, and repair or replacement history. • Speed troubleshooting by capturing previous service activities and providing guidelines and procedures for solving future service issues.
	Price management	• Set up and maintain service prices including fixed minimums or maximums, customer-specific pricing, diverse types of charge, and price groups. • Use convenient price calculation templates to adjust for various price structures, service parameters, and profitability targets.

Features are organized by Business Ready Licensing edition. Actual editions may vary at the time of licensing.

For more information about Service Management in Microsoft Dynamics NAV 2009,
visit **www.microsoft.com/dynamics/nav**.

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