




EXCELLON ASSIST

Excellon-ASSIST is a Cloud based comprehensive solution for managing the end-to-end After-Sales product support. Excellon-ASSIST software suite provides Workshop Service Management, Warranty Tracking, Repairs, Spares Management, Customer Service operations Management and a powerful set of reporting tools.



OUR SOLUTION



WORKSHOP SERVICE

- . Service Booking
- . Service Estimate
- . Job card
- . Billing (Cash or Credit card)



WARRANTY MANAGEMENT

- . Claim Submission
- . Claim Routing
- . Part Return
- . Supplier Recovery and Payments



SPARES MANAGEMENT

- . Inventory Management and Stock Classification based on quantity, revenue and minimum stock level
- . Stock transfer between Dealers
- . Ensure Spares Availability for Service and over the Counter Sales



SPARES PURCHASE AND SALES

- . Managing purchase discrepancies due shortage, damage and Excess of spares
- . Auto Ordering based on various parameters
- . Provision to manage multiple spares in a single order
- . Tracking Counter and Bulk Sales
- . Return Management



INCIDENCE MANAGEMENT

- . Tracking incidence / Complaint Registration
- . Tracking Activity Completion
- . Send Notifications to Customers via SMS and Email



FIELD SERVICE MANAGEMENT

- . Job Card Creation
- . Spares Management
- . Transferring Product images real-time
- . Approval from Client using Digital Signature



CALL CENTER MANAGEMENT

- . Real-Time Customer feedback tracking
- . Service Bookings
- . Enquiry Handling



PRODUCT SUPPORT

- . Technical Assistance to Customer
- . Troubleshooting Assistance to Customers

OUR UNIQUE OFFERING

ONE STOP VIEW OF OVERALL CUSTOMER SERVICE OPERATIONS

1

HIGHLY SCALABLE AFTER-SALES SERVICE MANAGEMENT SOFTWARE TO MEET BUSINESS DYNAMICS

3

END-TO-END SPARES & SERVICE CLAIM MANAGEMENT

5

RICH USER INTERFACE (UI) FOR EASE OF USE

7

2

REAL-TIME TRACKING & CONTROL OVER SERVICE / REPAIR LOGISTICS

4

REAL-TIME MONITORING OF SERVICE APPOINTMENTS AND INVENTORY CONSUMPTION

6

INSIGHTFUL, GRAPHICAL REPORTS IN USER FRIENDLY FORMATS

8

MOBILE PLATFORM LEVERAGED TO PROVIDE THE SOLUTION 'ON THE GO'

OUR CLIENTS



CONTACT US

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