

EPICOR

# Kinetic Service and Asset Management

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- Service Management
  - Returned Material Authorization
  - Service Contract and Warranty Management
  - Case Management
  - Maintenance Management
  - Field Service Management

Service and Asset Management capabilities are designed to help manufacturers and service organizations maintain equipment, optimize customer service, and keep all technicians and customer-support personnel informed. We understand that your business needs to provide quick responses to customer incidents, keep your field operations informed and productive, and process returns quickly. Service Management and Field Service Management solutions provide the visibility and accountability your business needs. Effective enterprise maintenance management solutions for monitoring and managing the deployment, performance, and maintenance of company and customer assets may be the most important tools for preventing operational surprises. Epicor solutions enable manufacturers, distributors, and service organizations to save time and money by optimizing maintenance resources—improving equipment uptime and maintenance and field staff productivity.

**Gold Partner:**

**BISCI**  
limitless possibilities

## Field Service Management

Service Management is primarily designed for manufacturers who bring customer assets in house for repair or have light requirements for service or installations offsite that do not require purpose-built mobile access for field technicians. You can centralize all processes related to dispatching technicians and reporting costs of service calls in the field with support for drop shipment of service parts directly to the customer site.

## Returned Material Authorization

Enhanced return processing offers enterprise-wide tracking of pending returns and disposition of these parts by a unique returned materials authorization (RMA) number. Enter information about returns and transfer that information to the different groups that may need to take action—like inspection, billing, and order processing.

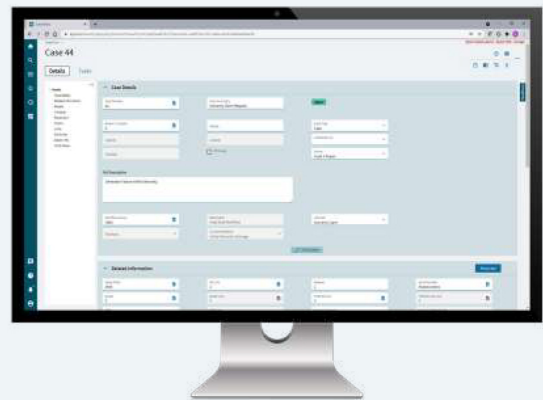
## Service Contract and Warranty Management

Contract Management—used in conjunction with Service Management—allows for the timely and accurate execution of service contracts— including the ability to generate service-level agreements with automatic billing options. Service contracts can be established for specific products, customers, and service- level agreements— each with an expiration date that is automatically tracked for easy manual look-up. The Service Call Center Workbench allows you to add or update service orders, schedule services, execute purchase and material planning, and manage warranty and service contracts.



## Case Management

Fully integrated with Field Service Management, Case Management lets you easily access dispatching field activities and provide field service representatives with access to online knowledge bases, existing customer field service calls, warranty information, and service contracts. Comprehensive contact management, communication, and traceability capabilities allow you to efficiently manage and record all customer and staff interactions across the enterprise. You can also link documents and communication events like emails and calls.



*Case Management—Shorten service response time by collecting detailed product problem information and using integrated features to initiate requests to the appropriate resource.*

## Maintenance Management

Maintenance Management provides a comprehensive toolset for critical production and facilities equipment maintenance. It was designed to address maintenance request processing, planned preventative maintenance— according to predefined schedules—and ad hoc break/fix maintenance processing for a single piece of equipment. Facilities and production equipment can be scheduled for maintenance based on a predefined service interval, usage, time, or via manual requests. This can include internal capital equipment, tools, gauges, and fixtures— such as air conditioning units, forklifts, shelving, and shop floor tools.

Eliminate manual input by creating maintenance work orders automatically from templates for routine maintenance—like oil changes, filter replacements, or belt changes—to eliminate, and then complete preventative maintenance work plans. Automatically create maintenance work orders when preventative maintenance is due. Base maintenance plans on timing or meter frequencies. Once a preventative or regular maintenance work order is established, the maintenance



planner can schedule equipment downtime and trade resources and materials as needed. Include scheduled maintenance events—such as resource requirements—in the production schedule for better capacity planning. When maintenance has been performed on equipment, the operators can record their hours, materials used, and closing remarks regarding the repair or service. The Maintenance Management module maintains all equipment, material, and work histories. Produce complete repair histories for each piece of equipment—including parts and labor cost.

Standardized reports—such as the Maintenance Work Order Request Report, Maintenance Work Order Report, and Equipment List—help maintenance technicians and managers organize and communicate maintenance events and review histories.

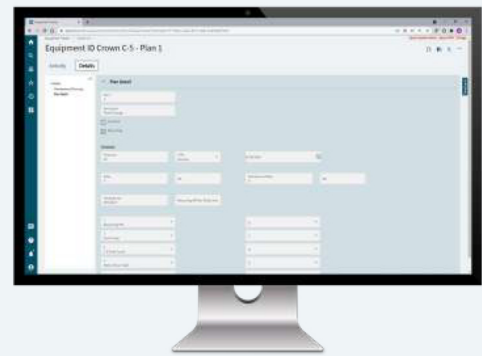
### Epicor Service Pro

Enhance productivity of field operations with mobile automation and integrated information flow. Connect your office and field staff with the information and processes they need to satisfy customers more efficiently.

Service Pro is a comprehensive, cloud-based service management application integrated to Kinetic, that helps organizations improve enterprise-wide field service management and increase mobile field workforce efficiency. From a single application, manage all field service activities—from calls, work orders, and assets, to warranties, scheduling, service contracts, and parts.

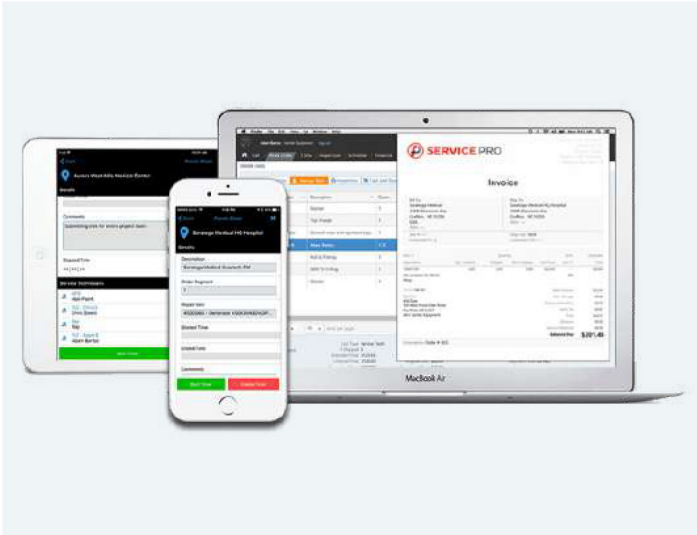
Service Pro is most often used by manufacturers who service equipment, machinery, infrastructure, or other products at customer sites. With its visual scheduling capability and connected mobile app, a call taker or dispatcher can easily find the closest qualified technician who is available for the work assignment within the ETA window called for by the service level agreement. Additionally, they have visibility into all other scheduled and unscheduled appointments in their region to quickly identify opportunities to minimize travel time—for example, performing a planned maintenance task after completing a nearby repair.

For companies with advanced scheduling needs or very large technician teams, Service Pro Optimize can intelligently advise and automatically schedule work assignments based on the customer's most important criteria.



*Maintenance Management—Maintenance technicians record events and resolution at the point of work.*





### Service Pro Mobile

Help improve customer satisfaction, increase field service technician utilization, and boost enterprise service efficiency with a proven cross-platform mobile field service application. If you're looking to truly automate your field service organization, a mobile app with offline functionality needs to be a priority.

Service Pro Mobile features include:

- Technician Status and Labor Time
- Mobile Asset Management
- Warranty and Contract Visibility
- Spare Parts/Inventory Tracking
- Task Management
- Service History
- Photo and Signature
- Inspections
- Segments

If you're looking to truly automate your field service organization, a mobile app with offline functionality needs to be a priority.

