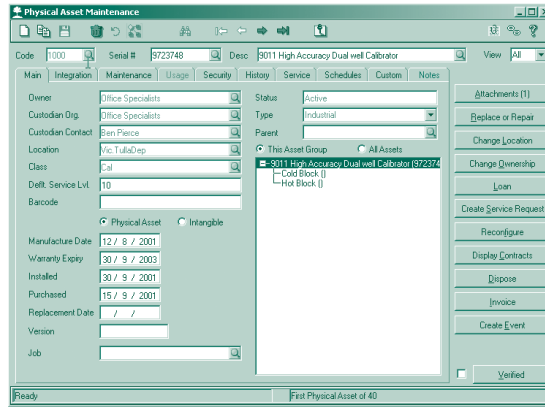


Asset Management

Greentree[®]
BUSINESS-BUILDING SOLUTIONS

"very, very, responsive!"

Effectively maintaining customer assets or systems across many locations, requires careful resource planning and effective IT systems. The Greentree Asset Management suite works in conjunction with the Greentree Customer Support suite of software to provide a range of options for organisations of any size.



Key Benefits

Internet Enabled

Greentree is enabled for Internet deployment, out of the box, using its thin client technology. This allows remote offices or travelling executives to obtain secure access to the complete functionality of Greentree via an Internet Service Provider.

Asset Management

The Asset Management suite caters for the tracking of physical assets, including those within your organisation and optionally any that are serviced at external locations. External assets may include items that you have sold and now maintain under a warranty or service contract or assets acquired from third parties.

Multiple Asset Locations

Multiple asset locations can be defined, and details of the relevant maintenance contract can be specified per location, if using the Maintenance Contracts module. Asset Management keeps track of whom the asset belongs to and who is using it. The asset's current location and status are available throughout.

Track all Asset Events

All asset events are automatically tracked, including actions such as putting the asset on loan, repair or service, as well as reconfiguring or disposal of the asset. Manual events or actions can also be entered.

Asset Classification

Classes of assets can be defined, allowing for the categorisation of assets into groups as required. Classes define the nature of the asset included in the class, and the functions that apply to those assets. In addition, classes allow for asset allocation to maintenance contracts based on class, as well as reporting.

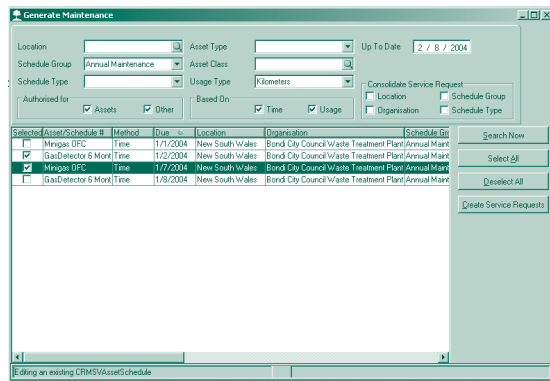
Scheduled Maintenance

Regular maintenance work can be scheduled and service requests automatically generated by the system as milestones are passed. You can base the scheduled maintenance of assets on usage, and this may

include the number of hours a machine has been used, or the kilometers travelled, or time, such as annually, monthly or weekly. The scheduled maintenance cycle is linked to the asset and used to automatically generate service requests based on the selected cycle.

Integration

The Asset Management suite is used to track asset locations, service requests, exchanges, loans and custodial/ownership details and is quite separate from the Greentree "Fixed Assets" module, which is used to calculate and post depreciation and related financial transactions for your own assets. The Asset Management suite can optionally integrate with Greentree Fixed Assets for depreciation management, Job Costing for maintenance work and Inventory for spare parts or exchanges.



Related Modules

Workflow Designer

The Asset Management suite is fully integrated with Greentree Workflow, providing comprehensive views of open or outstanding Customer Service requests and to whom they have been assigned. With real-time access to this information, staff and management can monitor, and also easily reassign requests to the preferred team or person. These views may be easily customised to provide relevant information to front line staff, supervisors or management that is real-time and on-line.

Knowledge Base

An optional link to the Greentree Knowledge Base module is available to assist in addressing and researching issues immediately. With context-related information available on-line and linked directly to a service request, customer issues can be resolved more quickly, and the relevant help documents can be forwarded via email, fax or mailed directly to the caller.

Customer Support

The Greentree Customer Support suite provides the capability to effectively manage your after sales service operations and the typical functions of a customer support "help desk" with call tracking, problem analysis and resolution timeframes. Follow-up calls or actions required can also be monitored; ensuring all outstanding customer issues are effectively resolved. Calls can be escalated to a field service team via the creation of service requests. These requests can then be assigned to a service person or team for action, while being monitored as part of the original call.

Contracts

The Contracts module allows specific customer maintenance contracts to be defined and managed. This includes the products they cover, the contract period, and the cost. If required, service levels can also be defined and implemented as part of this process. This allows the response and resolution times to be defined, and this is then tracked against each support call received.

eService Portal

By adding the eService Portal to the Customer Support suite, customers are provided with real-time, internet based access to log their own support requests, as well as monitor the current status of calls, issues and other information.