



# Professional Services Automation

## Action- Professional Services Automation

### Highlights

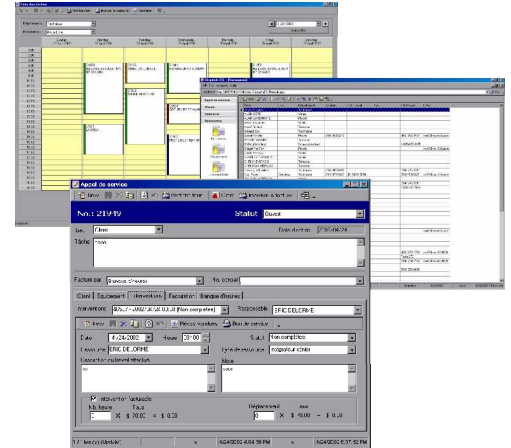
- Process service calls faster, more accurately and with complete access to previous service history
- Improves and automates resource management
- Provides instant access to resource availabilities
- Manages service agreements
- Enables fast, accurate capacity planning
- Increases your bottom-line by allowing you to gain greater control of your service personnel
- Provides immediate access to real-time customer service records and equipment history
- Automates scheduling of recurring Preventative Maintenance calls
- Easy to use, Microsoft Outlook®-style User Interface
- Project cost tracking
- Ressource use reporting
- Billable & non billable hours report

When customers contact your service centre, they expect fast, accurate resolutions to their problems and hassle-free interactions. After all, the way in which customer service interactions are managed can determine whether your customers will remain loyal or jump to the competition.

Your company's ability to provide quick, efficient deployment of billable professionals is one of the keys to profit and growth. But slow, outdated resource-management systems still hold most organizations back — too often leading to service delays, billable employees sitting on the bench and unhappy customers.

Professional services automation focuses on the operational functions of your service organization — service call management, resource scheduling, parts management, contract management, invoicing, knowledge management, reporting, and much more. Professional services automation enhances all aspects of your service delivery operations and includes the following features and capabilities:

- ⚡ **Resource Management:** Improves the management of your professional resources (technicians, consultants, field service workers, etc...) and offers extensive scheduling capabilities.
- ⚡ **Call Centre Management:** Manages customer support calls received by phone or WEB, issues incident tickets, assigns resources and tracks incident progress.
- ⚡ **Service & Support Contract Management:** Enhances all aspects of your customer support contracts including equipment maintenance, software support and time banks.
- ⚡ **Invoicing:** Automatically generates invoices and fully integrates with ACTION database.
- ⚡ **Business Intelligence & Analysis:** Helps service organizations gain a better understanding of the efficiency of their operations including resource utilization analysis.
- ⚡ **Time sheet:** Local or WEB entry support.
- ⚡ **Fully Customizable:** Based on a open architecture application framework, this system may be fully customized and adapted to meet the unique needs of any services organization.



Who will benefit from Professional Services Automation solution?

- Service departments
- Field service organizations
- Professional services organizations
- Technical support departments
- Repair centres
- Corporate help desks
- Computer service centres
- HVAC services



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