Value Proposition of frontline SSM software - Service Module

We are in the business of providing software solutions**.** We have developed a most comprehensive solution called frontline SSM software for complaint registration, complaint allocation, monitoring and completion of service call, warranty and AMC control etc. **The software results in reduction of non-productive time of the service engineer, which accounts for roughly 25% - 30% of the total time available to him. This is made possible by automating the service process and cutting down on reporting time, finding customer details, machine history, time spent in finding out field spare parts availability, finding out technical details, spare parts/AMC price list, filling up of expense reports, filing, planning day to day work etc.**
In other words, the customer gets additional 25% service team at no increased cost by the use of this software.

The software addresses the day to day problem faced by the service manager such as:

- **Uneven work load**
- **Unplanned visits**
- **Remote locations monitoring**
- **Inadequate customer feed back**
- **Non availability of field spares details.**
- **Engineers making repeat trips to the same location in short periods of time**
- **Unfulfilled commitments of the service engineers**
- **Your customer claiming "poor service" and you not being able to counter same because of lack of availability of service records in one go.**
- **Attrition of service engineers**
- **Incomplete complaints**
- **No control on AMC dues**
- **Repeated service calls from customers visits**
- **No clear picture of pending complaints/installations**
- **Fulfillment of service calls not under warranty or where no AMC payment has been received**
- **Assignment of service calls not in line with your service engineers skill set**
- **Analysis of service reports not available instantly**

The software results in cutting down the down time at your customer place by atleast 50% and reduction in number of complaint calls by sorting out expertise, resource, planning and spare parts issues. The software has features like availability of library facility where complete technical details can be stored, news letter facility through which all technical developments can be shared among service engineers, field availability of spare parts, diary facility for planning, assessment of load for each service engineer for better resource management etc.

This is web based software, requires no infrastructure and is operational from day one. The software is made available on per user charges of less than Rs. 500 per month. The software starts delivering results from week one itself and you can save up to minimum of 10 times the payment made in the form of increased service revenues, efficiencies, reduced expenses etc.

Please visit our web site www.frontlinessm.com and register with us.

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