



Service and Maintenance Industry

Ezijobz SME is designed to cover the complete business activities for the Service and Maintenance Industry; these include

- Factory Maintenance
- Tool Maintenance
- Public Service Providers (Example; Hospitals)
- Landscaping
- Fleet Maintenance
- Air Conditioning Installation and Service
- Maintenance Services
- Pest Control

Ezijobz Software has a team of industry and computer experts who are dedicated to providing fully functional operational software for the Maintenance and Service Industry. In achieving this we have focused on

- Providing a very comprehensive and integrated solution that addresses the Operational needs of the business
- Using the latest technology to ensure that the end user benefits from its flexibility and ease of use
- Commanding a price tag that is unparalleled in today's marketplace.
- In addition, our vision for the future will ensure that the very latest technologies and methodologies will be used to reflect and improve the way your Business is run.

Features for the Maintenance and Service Industry

Plant/Asset Maintenance

- Can cover both Predictive and Preventive Maintenance
- Initial Purchase and/or Install of Plant/Asset
- Multiple Service Events per Plant/Asset
 - One-off or recurring Events
 - Recurring Events based on combinations of
 - Date specific
 - Frequency of Days or months
 - Usage Frequency (Example: - Mileage)
 - Units Frequency (Example: - Parts produced)
- Single Asset Booking cascades down through Bill of Assets
- Event Hierarchies covering Major and Minor Event preferences
- Related Events to cover simultaneous Service Event generation
- Next Event forecast by extrapolation from last event
- 'Reminder' Letters for Customer Plant/Asset
- Simple conversion to Job with full Servicing details
- Reactive (Breakdown) Events fully covered
- Plant/Asset Refurbishment activities supported
- Full Service History and Costs

Import Supplier Catalogues

- Flexible Supplier Catalogue Import
- Unlimited Catalogues covered
- Drag and Drop Catalogue Items to a Job

Contracts

- Servicing Contracts Maintained
- Activity monitoring and follow-ups by Job within Contract

Jobs

- Job Templates for known Events and activities
- Graphical Job and Resource (Labor, Machinery, etc) scheduling
- Non-charge Job for in-house Plant Maintenance
- Actual or Percentage based Invoicing for Invoiced Service Events
- Job Cost and Profitability recording

Mobile Phone Communication

- Field Communication via a Mobile Phone
- Customer and Job details via SMS

Spare Parts Inventory

- Multi Location
- Van stock retention and replenishment
- Lot and Serial Number tracking
- Full stock movement history

Customer Service and Knowledge Base

- Customer Call Management and Service Center
- FAQ and response database for Call Management enquiries

Tire Control

- Full Serial Number tracking

Company Standards & Documents

- Maintain company standards such as Health & Safety, ISO9000, etc
- Maintain Work procedures in word and/or Graphical workflow formats, etc
- Maintain Drawings Library, General Notice Board
- Can contain documents, Graphs, drawings, pictures, movies, etc
- Security restriction access to all areas of Company Standards and Documents

Statistics and Key Performance Indicators

- User definable Statistics and KPIs in all functional areas
- Optional Statistics and KPIs refreshed in realtime
- Optionally Transmit KPI results to external mobiles
- Security restriction access to all areas of Statistics and KPIs

Drawing Editor

- Importing and exporting of standard image formats
- Creation of Detail/Assembly drawings and Electrical/Networking diagrams
- Superimpose schematics on photographs or map images
- Multiple layers support (layer can be editable, readable and hidden)
- Object grouping and object alignment, mirroring, rotating, angled text, gradient fill.
- Objects can be copied, duplicated, moved, cut or copied to clipboard
- Image zooming and printing.

- Drawings or Graphics can be printed on, Quotes and Job Sheets.
- Drawings/Graphics linked to Customers, Suppliers, Items, Assets, and Descriptors.

Flexible Report Builder

- Amend all standard reports and documents to conform to Company Standards
- Create new document or reports

Screen Editor

- Amend all screens (Hide fields, etc) to be User specific
- Amend screen content to reflect industry specific terminology

Ezjobz SME covers the following Business functions

- Multi-User / Multi-Company with built-in email & Web facilities
- Extensive Help & Tutorials
- Catalogue and Basic files Import Wizard
- Full Customer Details with multiple contacts and parent Billing
- Enterprise Information System (EIS) management
- Counter Sales covering Account & Cash sales with extensive pricing matrix
- Order entry with optional Picking and Dispatch process
- Full Job Tracking and Costing with Drag & Drop Graphical Scheduler
- Fixed or Cost-Plus Jobs with detailed Labor / Material usage recording
- User defined formulas for auto usage calculations
- Spare Parts & Inventory with valuations at Fixed / Average / Last Cost
- Multi-Location Inventory including remote (or Van) stock replenishment
- Flexible Inventory covering Dimensional & Pack Size variables, Lot & Serial Control
- Materials Planning using Forecast and Actual Demands
- Loan and/or Consignment Stock control
- Illustrated or List Parts Catalogue(s) production
- Auto and Manually generated Purchase Orders plus Receiving and 3-way matching
- Sub-Contract Orders supported
- Customer or own Asset Maintenance with Predictive/Reactive Service scheduling
- Detailed Miscellaneous Income and Expense recording and analysis
- Multiple 'Business Health' displays and reports with Spreadsheet Integration
- Multiple Tax rates with Business Activity reporting
- Multiple Bank Accounts with statement matching plus Cashbook facilities
- Link to Ezijobz SME's or 3rd party General Ledger
- Extensive Drag-and-drop Analysis using simple but advanced techniques.
- Follow-up notes with follow-up dates and person responsible
- Knowledge Base processing with flexible inquiry facilities
- Integrated multi-layer Drawing system
- Flexible Report Builder
- Company Standards and procedures management