

ServicePoint

'ServicePoint' is a suite of web-based service desk applications that have been developed by IndeServe Limited, in New Zealand, to administer over the sourcing, supplying and management of all types of installation, maintenance, repair and support services.

ServicePoint from IndeServe fulfils two important functions:

1. [Single Point Of Contact](#) for seeking prompt service
2. [Single Point Of Control](#) for managing timely and efficient service.

Initially, IndeServe developed these applications to handle the nationwide delivery of technical services to their 2,500 customers. The intensive usage of these applications in the past 3 years has produced a robust and rich product-set, designed for New Zealand requirements and business conditions.

The applications have now been packaged for sale and are available for other organisations to manage the delivery of their services internally to staff, externally to their customers, or both. ServicePoint offers any business, irrespective of size, a cost-effective solution for managing the timely and efficient completion of service.

The purposes to which ServicePoint can be applied are wide-ranging:

INWARDS-FACING

- A Help Desk system for recording, managing and resolving staff requests for assistance
- Managing scheduled maintenance and repairs on property and key business infrastructure and assets
- Asset management

OUTWARDS-FACING

- Customer service: installation, maintenance, repairs, moves/adds/changes, support, assistance
- Project management
- Ad hoc jobbing
- Facilities management
- Warranty service and management
- Asset management

HOW TO USE SERVICEPOINT from Indeserve

Any organisation that has access to the Internet can run ServicePoint. All you need to do is appoint Authorised Users who are provided with password-secure access.

There are two ways you can use ServicePoint from IndeServe:

1. **As an ASP solution** – ie, you operate all aspects of the system, hosted by IndeServe, and charged on a "Pay Per Use" basis.
2. **Outsourced to IndeServe** to provide a total managed service while your Authorised Users have full access to the hosted information.

Either way you only need access to the Internet. IndeServe will take care of the rest!

ServicePoint can operate standalone or can be adapted as a 'front-end' to other business applications such as job costing, general ledger, etc.

Because the system is web-based, Authorised Users have access to all application privileges afforded by their password-secure entitlement. ServicePoint offers you a range of service 'request to completion' functions, including:

- Logging requests: Faults, Assists, Change and Work Requests, Scheduled Maintenance
- Pricing, Quotations, Approvals
- Scheduling and Dispatch of Resolvers (internal or external, staff or contractors)
- Monitoring progress of jobs
- Job notifications, updating and completion details
- Service Level and Escalation Management
- Contractor and Supplier Management
- Asset / Stock management
- Storage and retrieval of service, site and asset information
- Reporting and analysis