

ServicePoint

Another quality solution from IndeServe's
technical services gallery



Service desk application software

Incident and problem resolution, change
and scheduled maintenance management

Job scheduling and completion
management systems



Excellence in servicing
leading edge technology



Manage RESOURCES Increase PROFIT

A single-point-of-contact and a single-point-of-control are the points of difference that help make businesses more profitable!

ServicePoint from IndeServe:

- > Better manage your customer services
- > Better manage your service providers
- > Better manage your facilities and assets

ServicePoint is a suite of web-based service delivery management and help desk software applications, developed by IndeServe for small and medium-sized organisations.

Every organisation depends on delivering high-quality service, cost-effectively and efficiently, to successfully compete in their chosen market sector. ServicePoint helps make this possible by integrating all aspects of your business with one cohesive, efficient process.

ServicePoint allows you to:

- Record incidents
- Schedule change
- Schedule planned maintenance
- Assign and manage resources
- Track work in progress
- Manage service levels
- Manage escalations
- Approve quotations
- Maintain service records
- Record assets and locations
- Manage contractors and third parties
- Report and analyse jobs

Manage customer service

- New installations, upgrades
- Relocations, decommissioning
- Planned maintenance
- Repairs and assistance
- Projects and ad-hoc reactive jobs

Manage resources

- Staff help desk
- Problem resolution
- Change management
- Repairs and maintenance
- Asset and location facilities management

Deploying ServicePoint from IndeServe

Today, computer applications are fundamental to running a business and business-people are familiar with using the Internet. This familiarity means ServicePoint has an extremely short implementation period and is very easy to use. IndeServe is self-sufficient in customising, installing and supporting ServicePoint. Compared with many other business software applications, ServicePoint is very easy to install, use and maintain.

Any organisation that has access to the Internet can use ServicePoint.

There are two ways you can implement ServicePoint:

1. As an ASP solution – ie, you operate all aspects of the system, hosted by IndeServe, on a "Pay per Use" basis.
2. As an outsourced service – ie, IndeServe's National Service Centre can provide a total managed service, with your authorised personnel having full access to the hosted system for transaction processing and information retrieval.

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

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

As ServicePoint is web-based, Authorised Users have access to all of the application privileges afforded by their password secure entitlement. ServicePoint offers you the range of functions that comprise the processes required to manage service, from request to completion.

ServicePoint is...

...the perfect answer to any organisation wanting to stay in control and be well informed about customer service, your staff and your asset utilisation.

The ServicePoint advantage:

A proven product

IndeServe has put ServicePoint through its paces in the past five years for thousands of customers.

Suited to small and medium-sized businesses

ServicePoint is ideally suited for the requirements of small and medium-sized New Zealand businesses.

Feature-rich

ServicePoint is feature-rich in the broad functionality required for the Request to Completion service delivery process.

Integrates all aspects of service

ServicePoint is the link that integrates all aspects of service into one cohesive, efficient process.

ASP and outsourced solutions

ServicePoint and IndeServe provide the ultimate choice for your business with both ASP and outsourced solutions.

Easy to install, use and maintain

ServicePoint's fundamental web-based design and deployment means it is easy to install, use and maintain.

A low-cost, high-return solution

ServicePoint's 'pay per use' fees and the hosted application features offer the best cost:results ratio for a competitive business.

