



# **8Manage CRM Service Mgt.**

Helps service teams collect, manage, store  
and analyze important service data



**8Manage CRM**



## Enterprise Service Management

8Manage Enterprise Service Mgt helps your service organization capture, manage, save and analyze service data critical to your service business. It provides an integrated view of your service business processes and assist your service organization track internal and external human resources, products, parts, warranties, service contracts, service level agreements, service locations, service requests, service tokens and resolutions.

8Manage Enterprise Service Mgt allows sharing of data across various departments such as sales, service center, technical support, field service, spare parts warehouse etc. that use the information for their work. 8Manage Enterprise Service Mgt facilitates information flow between departments and coordinates activities with external organizations such as clients, suppliers and outsourcers in the service business process.

The benefits to implementing 8Manage Enterprise Service Mgt in your organization include:

**Improving productivity** - Accurate and easy service ticket tracking process enables teams to respond to service requests promptly.

**Eliminating waste** - Mapping and defining processes helps define activities, resources and more by how much value they add and minimal or no value activities can be eliminated.

**Enhancing visibility and control** - Once periodically reports are established, reliable metrics offer a high level of visibility and problematic areas can be easier to identify.

**Increasing client satisfaction** - As processes help define roles and responsibilities, clients will become more satisfied with the responses to their service requests.

8Manage Enterprise Service Mgt also allow you to create a service catalog to package and market the services provided by your service organization.

## 1. Service Center Mgt



Your service desk is the face of your company. It is the starting place where your clients looking for answers to their immediate questions. 8Manage Corporate Client Business CRM provides the following to help you to run your service center efficiently:

### 1. Everything is a Ticket

The Service Tickets of 8Manage Enterprise Service Mgt can hold all the information of your service operations. Every service request or report-on-a-problem via. phone call, email, Skype, website or other means can be logged as a ticket in order to capture all service work performed regardless to the issue is big or small, routine or urgent.



Every new interaction with a client can be a ticket. Internal requests, alerts, emails, phone calls, Skype, website requests can all go in a ticket. Once this becomes a habit, all of your client records will be up-to-date and accurate, meaning you can ultimately better serve all of your clients.

## 2. Keep Your Clients in the Loop

8Manage Enterprise Service Mgt allows your clients to submit, track and escalate Service Tickets. It also provides auto-response, auto-notification and auto-escalation capabilities. Based on the policies and rules that your service team set up. This places a strong emphasis on transparency with your clients through progress and status updates keeps them invested in the work your service team is doing on their behalf.

## 3. Efficient Process & Client Satisfaction

8Manage Enterprise Service Mgt allows you to set your service team to run efficiently. Everything ends up as a service ticket on your service boards, which triggers the workflows that ensure the right next steps happen within the pre-defined time constraint. 8Manage Enterprise Service Mgt will make sure all of your tickets are routed to the correct service boards. These serve as the center of your service organization. Properly managed service boards, with detailed processes and workflows, will ensure client satisfaction.

## 4. Effort (Cost) & Result (Benefit) Tracking

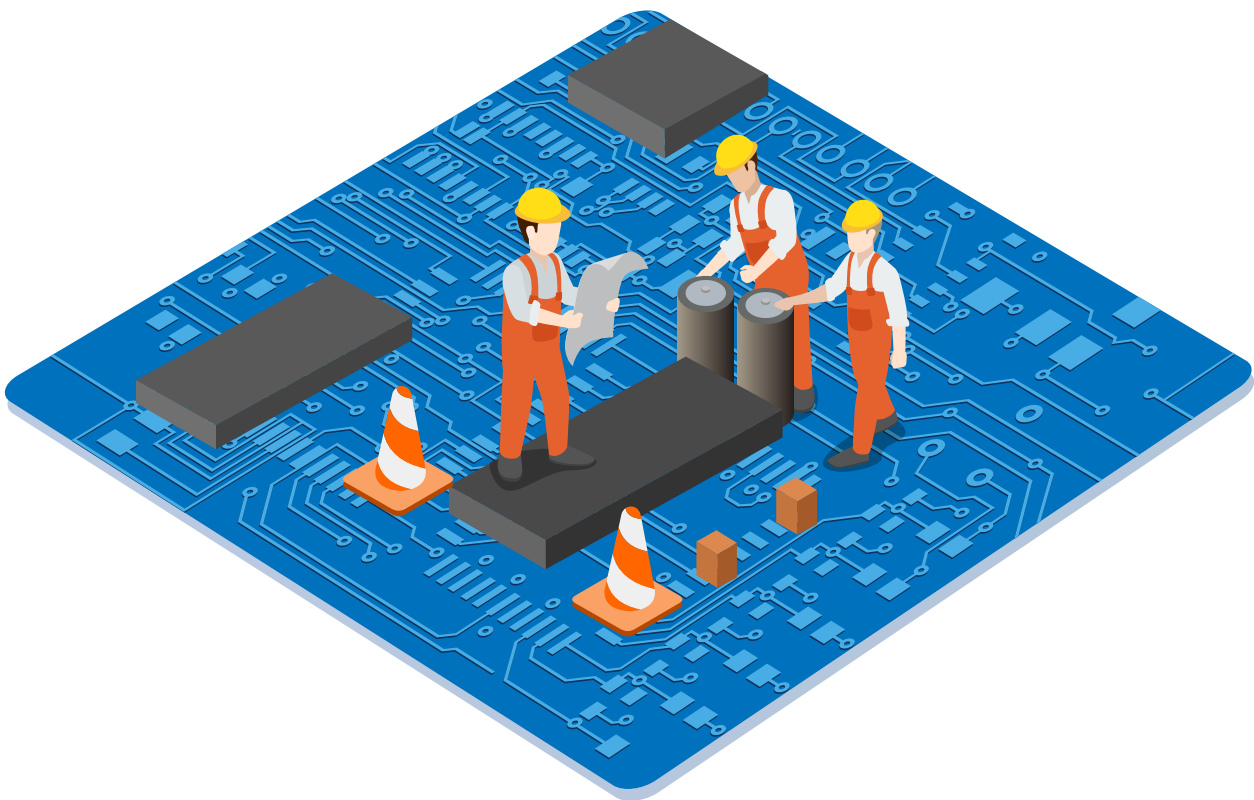
8Manage Enterprise Service Mgt allows your service center managers to manage the travel time, service time, service token consumption and result of each action associated with the service ticket. This ensures accurate time (effort) tracking, more billable hours and a better sense of how everyone's time is spent. Time tracking is your key to spotting inefficiencies, and ultimately increasing profit.

# 2 Product Warranty Mgt

8Manage Enterprise Service Mgt provides you a framework to integrate and streamline your warranty management process across your clients, resellers, suppliers, manufacturers, outsourcers and service teams.

8Manage Enterprise Service Mgt is able to track different warranties associated with different components of the product. It can also track different warranty periods and/or service levels associated with the same component of the product and select the most suitable ones to claim.

8Manage Enterprise Service Mgt links the client, products, location and warranty information with the service ticket and allow your service team to see the integrated information on one screen in real-time. This arms your service team with the useful information to explain to the client on the warranty coverage and service level.



### 3 Service Parts Mgt

Service parts are extra parts that are available and in proximity to a functional item, such as an product such as automobile, boat, engine and a piece of equipment, for which they might be used for repair. Service parts management is part of the process supported by the 8Manage Enterprise Service Mgt that can help your service organization ensure that right spare part and resources are at the right place (where the broken part is) at the right time.



8Manage Enterprise Service Mgt provides functions for your service team to:

- Check spare parts inventory
- Request spare parts (for on loan or replacement)
- Search for alternative parts
- Return parts (including return material authorization and inspection)
- Request parts repair
- Trash non-repairable parts
- Automatically or manually replenish

## 4 IT Service Mgt

8Manage Enterprise Service Mgt (ESM) provides more general enterprise service management features while 8Manage IT Service Mgt (ITSM) provides the following features specifically for IT service management.

**Service Desk** - The point of contact that manages incidents and requests

**Incident Mgt** - Restoring IT service after an unplanned interruption

**Request Fulfillment Mgt** - Providing new software or hardware or access to network resources

**Change Mgt** - Modifying infrastructure and applications in a controlled way with minimum disruption to users

**Problem Mgt** - Preventing incidents and/or minimizing their impact (a problem = a group of incidents)

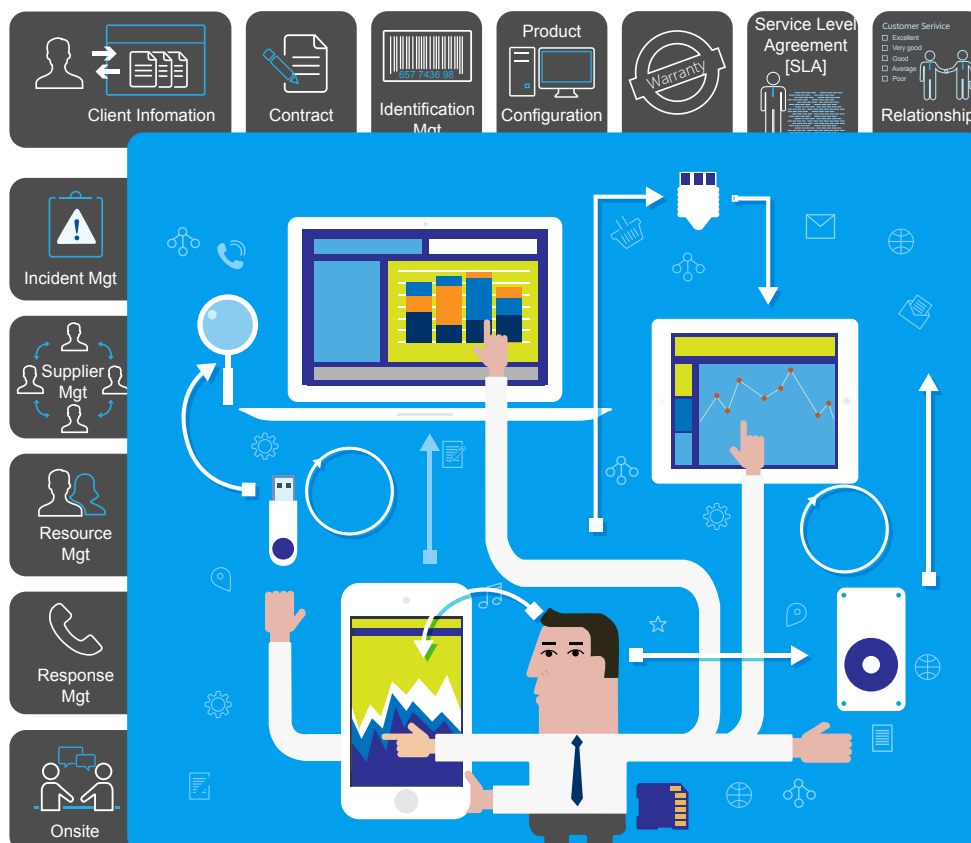
**Service Catalog Mgt** - Providing a 'menu' of IT services or self-service portals

**Service Asset and Configuration Mgt** - Controlling, monitoring, and documenting the configuration of assets that deliver services

**Knowledge Mgt** - Sharing ideas, experiences, and info to support good decision-making and prevent time-wasting searches

**Service Level Mgt** - Negotiating and meeting the agreed upon service level agreements, known as "SLAs" (e.g. ticket response and resolution times)

8Manage ESM and ITSM aren't two separate packages but a policy-driven and parameterized integrated package. A non-IT company can set up its client service and support organizations to use 8Manage ESM features for servicing their clients and its IT organizations to use 8Manage ITSM features for servicing their internal users while an IT company can set up its client service and support organizations to use 8Manage ITSM for servicing their clients and IT organizations to use 8Manage ITSM for servicing their internal users.



**8Manage** can provide best combination of standard products & redevelopment services for enterprise management and over 500 corporations in Asia are using our following modules on-premises or SaaS:

**8Manage PPM** : Project and Portfolio Management

**8Manage Timesheet** : Resource Time and Cost Management

**8Manage SRM** : Supplier Management, e-Procurement and e-Tender

**8Manage ERP** : Enterprise Full Automation

**8Manage CRM** : Corporate Client CRM and Consumer CRM

**8Manage ITSM** : Service Management

**8Manage HCM** : Human Capital Management

**8Manage OA** : Office Automation

**8Manage EDMS** : Electronic Document Management System

**8Manage Kanban** : Visual Agile and Lean