

The logo for Veratem, featuring three small squares (red, blue, and green) above a larger green square containing a white silhouette of a person running.

veratem

Veraserve  
Service Management Suite  
General Feature List





## Overview

Veraserve is an extensive set of service department management systems. It is aimed at any company that provides ongoing support and service to its client base, whether it be manufacturers providing warranty service, contractual maintenance companies, extended warranty suppliers or any other form of service.

From the first point of receiving a call from a client, the system takes up the call, establishes whether cover exists and allows the controlled tracking of the resolution of that call, involving detailing every event that can occur in the call's resolution, sourcing parts, handling warranty, scheduling service personnel, right through to finally costing and charging (if appropriate).

## Module Overview

Veraserve consists of three main modules and a series of sub modules. The main modules comprise:

- The Main AX call logging and contract management system.  
This includes the main call desk, product and equipment handling systems, including the contract modules.
- A customer web portal for logging calls.  
This allows customers, service personnel or third party call centres to log calls.
- A mobile service engineer web system for use on hand held systems.  
This allows mobile engineers to perform a range of tasks including logging and updating calls, ordering parts etc.

Functionality includes:

### Call Desk

- Sites with multiple contacts
- Linking sites to multiple customers
- Find site search module
- Create site and contact on the fly
- Existing call search system
- Go direct to existing call
- Set call parameters system
- Product, call reason and call problem parameters

### Call Handling

- Call desk call card
- Configurable event (service activity) system, with 15+ system events (work, part, customer interaction, information, etc..)
- Multiple coverage
- Multiple equipment and equipment hierarchy system
- Diagnostic questionnaire system
- Product definition system



- Standard Works system
- Parts handling and requisition system

### **Global System Access Configuration**

- Multi country, Multi company and Multi department system
- Data segmentation access system
- Product segmentation access system
- Shared core table and cross company configurations

### **Workflow Management**

- AX projects integration
- Event chains and parent child hierarchies
- Call pool functionality
- Email triggers and controls

### **Warranty**

- Manufacturer's Warranty
- Own warranty
- Repair warranty

### **Pay As You Go**

- Multiple payment methods, account, credit cards, cheque, cash.
- Block call progression until payment is cleared
- Multiple payments on any call and part payment

### **Service Contract**

- Multiple contract types
- Coverage at different levels
- Contract on cover and off cover per line
- Auto add to contract
- Planned maintenance
- SLA system

### **Advanced Service Type configuration**

- Different service types offered on different products, contracts, warranties etc.
- The ability to configure each service type in great detail including what events can be used on each type, payment terms, parts that can be supplied etc.



## Base equipment system

- Equipment data structures allow any level equipment hierarchy
- Multiple equipment per service job
- Equipment events and product descriptions
- Serial number tracking and multiple equipment ownership

## Advanced Product Configuration Handling

- Multi-level product definition
- Standard parts hot lists
- Full BOM breakdowns
- Standard works systems
- Standard problems and solutions
- Fault tracking codes
- Version management

## Workshop

- Standard works
- Parts replacements
- Assembly replacement and spin off service tasks
- Root cause analysis
- Workshop related routing including traveller documentation

## Service History

- Full service history systems based on events
- Intelligent searching

## Warehouse related systems

- Multiple stock types – faulty, service and new stock
- Sophisticated picking and grouping routines
- On the spot warehouse variation management

## Contracts

- Contracts can be single or multiple sites
- Broken down into lines within the contract and even into actual line components. Different cover period and user defined cover types for each element of a contract each with its own charge basis for different events as required
- Issue version numbers to contracts with user definable status that map onto system statuses
- Add, copy, record and update contract version numbers