Equipment Maintenance

Benefits

- **Work the way you want**
  Equipment Maintenance gives you extraordinary flexibility throughout your service/repair organization. Define defaults, options, and control information — including default bill-to addresses, equipment types, services provided, and work performance codes.

- **Streamline processes**
  Enter your customer's existing or new equipment information, equipment details, and other information — such as warranty and preventive maintenance codes — all from a single screen. Whether you're entering a new piece of equipment on the fly or performing look-ups, retrieving customer information has never been easier.

- **Manage information better**
  Keep a complete history of all work orders, equipment, and sites, which can be stored in summary or detail, and accessed on screen or in report form. With detailed tracking information at your fingertips, you can better manage specific accounts or areas for your service business and offer your customers the best in personalized service.

- **Automate maintenance tasking**
  Let Equipment Maintenance take care of preventive maintenance tasking. Equipment Maintenance can automatically create tickets for the periodic preventive maintenance events required for selected equipment; create standard task lists that can be printed for use as field checklists; and generate materials lists for ordering and pickup prior to on-site service.

- **Match personnel to tasks**
  Keep current, accurate records of technician skill levels, employee and company licenses, and pending licensing expirations for local authorities and business partner requirements. Equipment Management filters your employee database so that you can match the right technician with the right job.

Microsoft Dynamics™ SL

Track and control every aspect of routine and unscheduled equipment maintenance. Microsoft Dynamics SL Equipment Maintenance automates the work order process, allowing your maintenance department to generate work orders more quickly and accurately, track work orders with user-defined criteria (making time stamps obsolete), perform detailed accounting procedures with ease, and execute all of your maintenance/repair procedures with maximum efficiency.

Enter
detailed information for any piece of equipment you service from a single screen.

Microsoft Dynamics SL

FEATURES	BENEFITS
Multi-level User-Defined Defaults	Accelerate data entry by using a wide range of default field values — including items as universal as the current date and as specific as call types, problem codes, or credit history codes.
Rapid Entry and Access	Capture crucial service call information and perform time-critical tasks like creating work orders "on-the-go." Access call history, customer information, and equipment information quickly for reference or for added entry.
Data Access Controls	User-defined tables with customizable view/edit features allow you to control who may access, change, or edit data.
Detailed Record Keeping	Document detailed equipment attributes, including purchase information, using a single screen. Customers will appreciate the level of information you have about their equipment and its many detailed components.
Equipment Profitability Tracking	Track profitability for any piece of equipment and review its service history. View data by months and year-to-date.
Proactive Recommendations	Equipment Maintenance helps you make proactive recommendations about our customers' equipment before a disaster occurs that would affect day-to-day operations.
Flexible Assignment	Assign technicians according to site, skill, license requirements, or individual equipment assignment. Assign costs according to your specific accounting requirements.
Flexible Scheduling	Schedule routine inspections according to calendar or metering criteria such as mileage, hours, or equipment cycles/uses.
Up-to-the-Minute Information Management	Access detail or summary information for work orders, equipment, and site information — including manufacturer/model information, serial and asset numbers, warranty status, call history, and complete equipment performance records. Information can be viewed either on screen or in print.
Seasonal Tasking	Enter a Season Code to assign preventive maintenance schedules for specific periods of the year.
Dispatch Integration	Integrate your equipment maintenance tasks with your dispatch services without overwhelming dispatchers with preventive maintenance calls.

For more information about Microsoft Dynamics™ SL, visit: **www.synergybusiness.com** or call 800.481.8590

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