



Zed-Service™ 

## Revolutionizing Service Management

- ✓ **Maximizing Efficiency**
- ✓ **Increasing Customer Satisfaction**
- ✓ **Reducing Cost**

## Zed-Service™ supports manufacturers and service centers in their efforts to reduce costs and optimize business performance

Today's market scenario demands every smart business as dynamic and ever evolving. And the pulse at which competition is swirling, Controlling Costs, Optimizing Efficiency and Delighting Customers becomes a mandate.

Zed-Service™ is intelligent automation software for after-sales product service, warranty, and support. Designed to revolutionize the repair and service management process proactively and profitably, Zed-Service™ acts as a tool for the service industry, where Complex becomes Simple, and Repair becomes Profitable!

### **Advantages of using Zed-Service™ - A 360 Degree Service Management System**

- One Stop View of Overall Service Operations
- Controls the TAT of Service Centers and Engineers
- TAT Analysis with Product Performance Management
- Minimizes Erroneous Service Claims
- Maximize Engineer's Productivity
- Real-time Tracking & Control of Service / Repair Logistics
- Reduced Repeat Calls
- Higher Customer Satisfaction
- Low Maintenance Cost
- Highly Scalable to Handle Dynamic Business Operations
- Helps in Product Performance & Gap Analysis
- Real-time Monitoring of Calls and Inventory Consumption
- End-to-End Part & Service Claim Management
- Powerful Search Fields
- Graphical & Pivot Reports in user friendly formats
- Rich User Interface (UI) for Ease of Use
- Secure Data Backup Facility

### **Special Features**

- Integration with Legacy CRMs
- Integration with 3rd party Accounting Tools
- Adaptable to Multiple Languages
- Adaptable to Multiple Time-Zones
- 30 Days FREE Trial

## Key modules of Zed-Service™ that are scaled to serve the repair and service business processes

### Work Order Creation

Comprehensive Work Order module allows you to create, dispatch, print and track work orders. You also get to capture information, repair history data and backlog reports.

### Spare Part Inventory

Helps to synchronize asset management, maintain minimum stock level with all service centers so they are able to offer repair services to all and every, and reduce repair downtime.

### Warranty Management

Lets you manage work orders for In-warranty and Out-of-warranty calls for claim processing, and accuracy of claim settlement. This helps to keep invalid warranty claims by service centers at bay, and increase accuracy of claim settlement. Warranty Claim Management System (WCMS) is also available as stand-alone module.

### Forward & Reverse Logistics

These modules help track the complete movement of fresh stocks of product/spare-parts from warehouse to the service centers against indent/PO and defective product/spare-parts back from service centers to the warehouse simultaneously.

### Claim Management

This helps in validating & approving claims based on the standard policies enforced by the principle and allows service centers to raise invoices against approved claims for services rendered or parts exchanged.

### KPI & Report Dashboard

Offers real-time reporting with drill-down views using multiple parameters including Work-in-Progress, Escalated Products, Repair TAT Analysis, Pending for Parts Details, Work-Order Closure, Ready for Delivery Report, Intimation Report and many more. All reports can be exported, saved and printed in Excel format for future reference.

### Dead on Arrival

Handles DOA cases from customers, dealers, distributors, etc. and allows generating DOA Certificate. The certificate bearer can claim the Good units from the specified Sales Channel.

### Cannibalization and Teardown

Handles cannibalization & tear down at the highest repair level for products that are defined as DOA (Dead On Arrival) OR BER (Beyond Economical Repair). System allows this as per the pre-defined approval matrix for product tear-down and enables to mark them as "Good" or "Defective", and stocks the re-usable inventory.

## About Zed-Axis:

Founded in the year 2000  
4500+ Sq. ft. development center  
Successfully executed 500+ projects  
Serving to Fortune 500 cos.  
Domain expertise in Sales  
& After-Sales CRM Solutions

## Flagship Products:

Zed-Service™  
Zed-Sales™

## Accreditations:

ISO 9001:2008 Certified Co.  
Microsoft Certified Partner Co.  
NASSCOM Member Co.  
DSCI Member Co.



# Zed-Service™

## Enabling Flexibility and Visibility from Start to Finish

Stop the reiterating stories of scattered and dismantled Post-Sales Repair, Service and Warranty Progression, Zed-Service™ brings comprehensive Service Solution with significant benefits.

### Key Product Insights:

- Handling more than 0.75 Million Service Calls per month
- Installation base at 22+ Medium to Large Companies & Counting
- Operational across 3000+ Authorized Service Centers
- Available in Online (web-based) & Offline (Desktop-based) Versions
- Easy, Flexible & Scalable Customization
- Fastest implementation done in just 7 Business Days
- Service operations Cost reduction by 15-25%
- Phenomenal reduction in service TAT
- Remarkable efficiency in SCM and Production

### Industries that can be benefitted:

- Mobile Telecommunications
- Home Appliances
- Wellness Products
- Computer Hardware and Networking
- Computer Peripherals
- Electrical and Electronics
- Engineering Automobile
- Medical Equipment & Consumables



### Corporate Office:

Zed-Axis Technologies Pvt. Ltd. S-4 Unicom House, A-3 Commercial Complex, Janakpuri, New Delhi – 110 058 Phone: +91-11-4564-1111 (30 lines)  
Sales Hotline: +91-11-4564-1144 Fax: +91-11-4564-1199  
Email: [sales@zed-axis.com](mailto:sales@zed-axis.com) Website: [www.zed-axis.com](http://www.zed-axis.com)