



# ServiceCentral

## Retail Service Management

- 1** ServiceCentral's service management platform enables clients to configure their own unique business specific end-to-end after-sales solution with fully customizable workflows and business rules.
- 2** ServiceCentral's platform provides a solution for and visibility through the complete service process, from returns and repair to quality assurance and disposition, warranty claims, reporting, and more.
- 3** From electronics and telecom to healthcare and security, ServiceCentral's service management software fits the needs of any warranty service or repair management organization.

**Customer has issue with device & seeks help from ServiceCenter**

Service Ticket created via:



**ServiceCentral ServicePortal™**



**ServiceCentral ServiceCounter™**



**eCommerce Integration**



**Service Network Integration**

Service Ticket workflow, data collection and validation is driven by your business needs with **ServiceCentral** administration tools

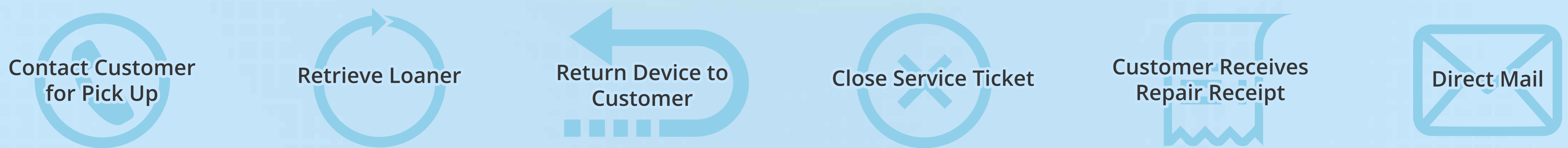


ServiceCentral's platform captures data in a centralised location enabling consolidated business intelligence via visual real-time dashboard and reporting tools.

**Business Rules** ensure the right data is captured and validated at every step of each different business defined/configured workflow.  
 ↓ Errors = ↑ Profits + 😊 Customers

ServiceCentral supports mobile, tablet and web interfaces and can easily integrate with other key participants in your service network.

## Service Center Completes Process



**ServiceCentral** Service Management software solutions are customizable and can be integrated with other operational systems: CRM, ERP, financials, claims, management, parts ordering and warranty verification.