



File for machines and devices

Always informed what runs where

If you are engaged in the production, sales or lease of machinery, then you already know how important the service details are. Marginal deviations in the model series, earlier or later delivery date, configuration of hardware or software – these could be the key factors, if and when you need to provide service to the machine, and if your work is included in the agreed service package.

It may take a long time before you have a complete overview – or you use SMARTCRM.Machines. The module is the complete file for all your machines and answers all questions, before you even ask them:

- SMARTCRM.Machines is your inventory list. In the master data, all installations, machines, devices, systems, components installed at your customer's are stored. You can also enter for all machines special features.
- SMARTCRM.Machines is your order book. Use the module to schedule your service appointments on time.
- SMARTCRM.Machines is your infor-

mation file. You can link to a machine as many contacts as you like and so save a lot of time searching for responsibilities.

- SMARTCRM.Machines is your performance archive. Previous service work and repairs can be completely documented for each machine.

A dynamic approach to data

You can also use SMARTCRM.Machines actively in sales and customer acquisition: for which machine does the warranty run out? Time for a new service offer! Where are installations built in the year xy? Time for an upgrade! Where are reference installations in operation? Time for proactive request for extension needs! You do not have to create laboriously all these correlations per hand. The filter function in SMARTCRM.Machines does it for you!

SMARTCRM.Machines



SMARTCRM.Machines gives you a complete picture of machines, installation and components installed at your customers'.

- Master data overview plus free registrable feature for each machine
- Planning service due dates
- List of contact persons for each machine
- Complete documentation of service activities
- Extensive search functions
- Filter functions for proactive sales and acquisition work

SMARTCRM.Machines

Technical features

- Complete installation base at a glance: machines, devices, hardware, software, including technical data as for instance pictures, serial number or information on financing (rent, lease, purchase)
- Categorization, e.g., by reference installations, used machines
- Linking location, contacts and responsibilities
- Representation of the activities to each machine: service visits, correspondence, etc...
- Task management, e.g., service and maintenance visits
- Individual documents, e.g., machine specifications
- Management of the machines' locations
- Overview of the competition products installed at your customer's or prospects'
- Free search for all machine data, e.g., as a base for mailings: expiring contracts, types, series, etc...
- Mass editing in tabular form

SMARTCRM provides you a complete machine file. It shows you, e.g., relocation, service appointments or helps you steer your transfer costs.

Description	Model	Type	Status	Order Val.	Serial Number	Constr. \ Last Maint.	Cust.No.	Address	Court Zip	City	Order No.	Order Date
Compact + Stella	Standard model	Compact M4/4	New	44.444	7192 9193	2008 19.04.2017	20059	TILLEY PACKAGING PLC	UK	S40 2AB Chesterfield, De HJ 1202	14.08.2016	
Compact 4	Standard model	Compact M4/4	New	39.400	9234 23477	2011 10.03.2017	20059	TILLEY PACKAGING PLC	UK	S40 2AB Chesterfield, De AG 6288	28.11.2014	
Compact	Standard model	Compact 3	Used	32.000	7294 2385	2007 11.02.2016	20059	TILLEY PACKAGING PLC	UK	S40 2AB Chesterfield, De H 2350	22.11.2014	
Compact + Stella	Special model	Compact 3	Used	61.029	5348 2349	2009 23.06.2017	20059	TILLEY PACKAGING PLC	UK	S40 2AB Chesterfield, De HJ 9282	26.02.2014	
Compact + Stella	Special model	Compact M4/4	New	57.275	2947 2348	2006 22.01.2017	20059	TILLEY PACKAGING PLC	UK	S40 2AB Chesterfield, De F 628	25.12.2013	

Store in SMARTCRM all important information up to pictures for each machine. So a complete history of the machine is always available.

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About SMARTCRM

Since 1992, SMARTCRM GmbH is successful with its own development for sales, marketing and service. The company offers with the eponym product SMARTCRM a complete CRM solution (Customer Relationship Management). With more than 14.000 users in European small and medium sized enterprises, SMARTCRM has already proved its excellence.

SMARTCRM GmbH completes its software solution by consulting and system analyze, customizing installation as well as comprehensive user and administrator trainings. Dedicated employees ensure the continuing development of SMARTCRM as well as comprehensive customer support.

Would you like more information about SMARTCRM.Machines?

You can contact our customer care at:

+49 7275 98866-0

We are looking forward to talking with you!



SMARTCRM GmbH
Simply MORE success

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