CCSMS

Contract Call Service Maintenance System

A software designed to manage all aspects of the HVAC industry, including management of Service Calls, Work orders, PM (Preventive Maintenance) contracts, Service tickets, Equipment and History, Remote access and Field service.

THOMSYS is an (M/s. Mohamad Al-Saad and Salih al Rashidi Co) IT consulting and Software development company in Kuwait. Since our launch in 2003, we have developed & implemented quality custom solutions & services for today's fast-paced business world and are specialized in technology solutions.

Thomsys has significant experience in developing and implementing applications designed to run in unfamiliar environments. **We are glad to announce our success in developing Application package CCSMS (Contract Call Service Maintenance System) ideal for any mid to large organization in the field of contract maintenance service (HVAC) for the Operation Control, Contract Maintenance and Manage Service Calls.** CCSMS is a web-based application system, can be accessed through Internet/Intranet from anywhere anytime using ORACLE/MS SQL database, Visual studio, .NET development and RDLC reporting.

CCSMS Functionalities:

o   Register customer request
o   Site inspection and cost estimation
o   Generate quotation and printing
o   Creation of various type of contracts
o   Updation of lost quotation with reason
o   Contract amendment
o   Contract renewal
o   Invoicing and invoice return
o   Customer account receivable
o   Receive customer call
o   Auto generation of preventive maintenance call
o   Tracking repeated calls
o   Call assignments to service crews
o   Attending the call by Service crews at site
o   Creation of service document and printing at site
o   Generation of Invoice and printing at site
o   Updation of cost and revenue to contract
o   Tracking of service crew's Incentive points
o   Preventive maintenance schedules
o   Customers not contacted for last 6 Months
o   Inventory maintenance at main store and site
o   Shift planning
o   Price list maintenance

Why CCSMS?

• **Faster and Efficient way of assigning Job to the service crew at site - without paper.**
• **Quick response - Improve customer confidence and increase business.**
• **Service crew can attend more number of calls - Increase revenue.**
• **Always connected to the back office -Save lot of time.**
• **Minimize back office work - on-line updating.**
• **Transparency in business transaction through on-line invoicing.**
• **Users have access from anywhere anytime.**

CCSMS Features:

- **Contract Management** life cycle includes site survey, quotation, contract creation, invoicing, contract amendment, debit note and credit note. Contract activation and expiry will be done automatically. Contract renewal, proforma invoice, approval & invoice generation and installment payments are tracked.

- **Service Call life cycle** management includes all stages of service calls from the beginning to completion. Whether the customer request begins with an estimate or a service call, the work order can progress through an organized and customizable filing cabinet type system. With this, all jobs can be tracked and never lost.

- **PM Calls** will be created in the system automatically along with contract creation or renewal. These PM can be planned and scheduled governorate wise, district wise for a given date range. Service calls can be generated against PM after getting appointment from the customer.

- **Equipment Management** module in the software track all customer equipment including service history. Unlimited equipment can be entered for each customer or customer site including multiple locations. With multiple fields, each piece of equipment can include important information such as make, model, serial number, warranty information, manufacturer contacts, etc.

- **Mobile Computing** allows the service crews to access work orders, customer equipments, and inventory parts remotely. Service crews can view and update work orders in real time. Salespeople can even provide customer estimates on sight, in real time while in the field. Service crews even receive detailed site information. Service crews can review customer equipment and service history.

- **Accounts Receivable** tracks the receivables customer wise and contract wise. Also generate statement of accounts, outstanding statement (age wise, amount wise), invoice register, receipt register and revenue distribution report.

- **CRM** module allows companies to contact their customers with many options. Customer information can include all contacts, emails, equipment, phone numbers, and multiple job sites. With the optional customer portal, customers can access the system with a login and password, submit service requests for multiple sites and review service history & equipment information. Service requests are automatically entered into the software system with notification to the appropriate office personnel.

- **Call Monitor** allows the real time monitoring of calls with options like call assignment to service crews, call re-assignment, appointment rescheduling etc. Job priority will be decided by the back office. Day end facility release all pending calls assigned to the crew.

- **Call Dashboard** will show a real time display of all the calls with current status (generated, assigned, attending, completed) by Governorate wise.

CCSMS will increase productivity, eliminate paperwork and double entry, increase efficiency, automate the work order life cycle, and revolutionize your HVAC business…...

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