

# Service Level Agreement

## The customer comes first thanks to your service

Your customer phones in and asks for assistance. You immediately have an overview of all the customer's installations. You quickly register the request and immediately access your service engineers' schedules. Your field service engineer receives the work request on their cell phone and knows where to go and what the problem is. With access to all the relevant information, they are able to resolve the problem quickly.

A satisfied customer then signs the service report using the mobile app, and all feedback is available to everyone right away. And if needed, you can send a digital invoice accompanied by a signed service report.

Is this cycle already in place at your company? Or perhaps you are still looking for an integrated system to support your service company's operational processes? Do you want to be able to seize opportunities quickly as and when they arise and take advantage of every new customer contact?

Rimses Service is a fully integrated solution that allows all your employees to exchange information quickly and easily. Sales knows what the business is bringing in, field service staff know exactly what has been agreed upon with the customer, and inventory managers ensure that there is sufficient stock on hand in the central warehouse as well as in the service vehicle.

## Integration of service management

Rimses supports all your operational activities via a broad range of functionalities and reporting tools.

### SERVICE AND LOGISTICS ORGANIZATION

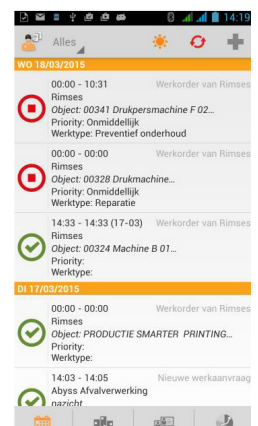
- **Installed base:** complete follow-up of the installations per customer and delivery address with access to all relevant information on the installation, from the interventions carried out to documentation.
- **Call intake and planning:** the customer calls, and you immediately know which installation is concerned and can see at a glance on the planning board who is available.
- **Work preparation and field service:** the Technical De-

partment has a full-service tool for corrective and preventive maintenance and execution.

- **Project follow-up:** pre-calculation, budget control during execution, and subsequent costing enable you to keep a close eye on operations and monitor your profit margins.
- **Service contracts:** register your agreements with customers – time of service delivery, response time, type of service, invoicing, etc.
- **Purchase and inventory management:** Monitor your inventory from the central warehouse to the field service vehicle, and ensure that there is always enough stock.

### MOBILE FIELD SERVICE ENGINEER

- **Android mobile computers:** your service engineers are often already equipped with a smartphone or tablet, and the Rimses Mobile app adds field services to their mobile world.
- **Work to be done and logging out:** immediate access to all the available information about the work to be done as well as quick and reliable registration of hours and materials. You can easily enter information on minor repairs carried out, work that still needs to be done, and a photograph if needed.

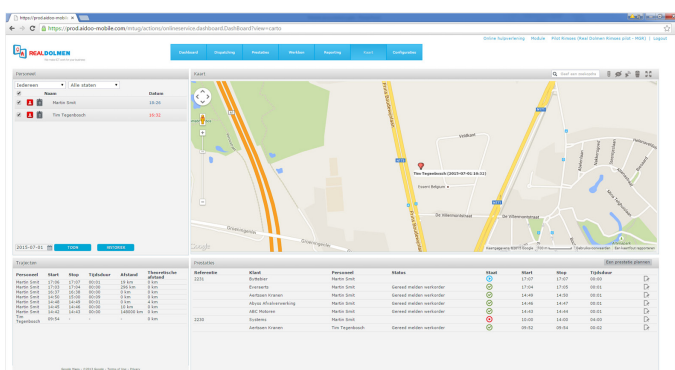




- **Overview of customers:** using Google Maps, your service engineers know exactly where they need to be.
- **GPS tracking:** you know exactly where your service engineers are at all times.
- **Digital signature on the service report:** close the circle, allow the customer to confirm electronically that the intervention has been carried out, and measure his customer satisfaction immediately.

## SALES

- **Quotations:** draw up the pipeline to your future revenues. Know what your sales opportunities are, and convert these opportunities into deals.
- **Sales orders:** the quotations serve as the immediate basis for the sales orders with all the necessary information. Templates help you to generate an order for different types of sales quickly.
- **Customers:** access all relevant information on the customer, including price agreements, payment mode, and invoicing.
- **Price lists and discounts:** flexibly determine your pricing mechanism per product or per customer, and respond to current needs via pricing adjustments.
- **Invoicing:** this is the final link in your service chain and ensures that your invoices are sent to your customers on time and as agreed.



## INTERESTED?

Read more on our website [www.rimses.com](http://www.rimses.com) or contact us via [infoRimses@Realdolmen.com](mailto:infoRimses@Realdolmen.com).

## The advantages in a nutshell

- **Monitor your service**  
Rimses allows you to monitor how well you succeed in providing your customers with the agreed service and where you can improve. At the same time, you also keep a close eye on your operational efficiency.
- **Efficient in service**  
One of our customers put it as follows: “With Rimses, we need fewer planning officers and can also provide better service to our customers”.
- **Fast and accurate invoicing**  
Everyone benefits from the accuracy of your invoices. After all, your customers will be happy to pay invoices that are correct and benefit from your services again the next time.
- **User-friendly**  
Communication is crucial when it comes to service. A user-friendly tool helps to convince everyone to work with the system, especially your mobile field service engineers.