

Serving the MPS community

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NEW WEB SITE FOR PURPOSE SOFTWARE

Our new website is now live and includes comprehensive information about our market-leading service management software for document and print management solution providers.

It also features the range of support and professional services we provide as well as case studies showing how our software has helped different customers.



Explore: www.purposesoftware.co.uk



NEW REGIONAL OFFICE OPENS IN NOTTINGHAM



Purpose Software has opened a new regional sales and support office in Nottingham to enable the delivery of even higher levels of service to customers throughout the Midlands and the North of England.

According to Mike Burke, Managing Director of Purpose Software: "As our business continues to grow, the opening of this new office demonstrates our commitment to developing closer relationships with customers to maximise the business benefits they can derive from using our market-leading service management software solutions. It also forms part of our long term strategy to build a lasting presence throughout the UK."

WWW.PURPOSESOFTWARE.CO.UK

IMPROVING SERVICE PRODUCTIVITY AND EFFICIENCY AT REPROTEC

Reprotec has installed 2serv to consolidate and standardise workflows and processes as well as to provide a flexible platform to handle future expansion.



According to Robin Newton, Service Director at Reprotec: "We were impressed by the technical and project management expertise demonstrated by Purpose Software throughout the deployment process. The whole system was up and running within a six-week period and received full approval from staff across all areas of the business from the first day of full operations."

The 2serv system provides rapid access to the latest information relating to customers, contracts, installed devices and service information.

It automates manual workflow processes to streamline the scheduling and control of field engineers, enabling more service calls to be handled and manpower resources to be deployed more effectively.



The system also provides a comprehensive range of reports that measure performance against key service KPIs such as service and profitability at customer, model and device level as well as stock levels, toner usage and adherence to customer SLAs.

Reprotec also uses Capture-IT to automate the meter reading and billing processes and 2room, enabling field service engineers equipped with tablets, smartphones and other mobile devices to access and update 2serv from any location.

"2serv provides access to up-to-the-minute information to deliver the highest level of customer service, increase productivity, reduce overhead costs and improve strategic decision-making across the business," concluded Newton.

2SERV SUPPORTS DELIVERY OF CUSTOMER SERVICE EXCELLENCE

Integrating Solutions Limited (ISL) has deployed 2serv to efficiently handle service management and accounting workflow processes and provide staff with the tools to deliver the highest level of service to a rapidly expanding customer base.

A 2serv system was installed with full integration to Sage50 and Goldmine. According to Simon Wassell, Dealer Principal: "The 2serv system has provided a firm foundation to support our rapid business growth and allowed us to operate in a lean and efficient way

to control overhead costs and deliver the highest level of customer service."

Capture-IT has also been installed to collect meter readings directly from monitored networked print devices at customer sites and make the data available to the 2serv system for billing without human intervention.

2serv also enables ISL to manage a pro-active preventative maintenance schedule that has significantly reduced machine downtime to minimise business disruption for customers.



In fact, ISL consistently achieves one of the lowest downtime rates in the industry at just 0.3%.

"We got it right first time when we installed 2serv as it has enabled us to operate at the highest level of efficiency across all areas of the business, automating many of the time consuming and inefficient manual processes and optimising our service management and accounting operations," he concluded.

INTEGRATION WITH CRM DRIVES SALES

CRM systems work best when data flows seamlessly to and from different applications, providing essential information that drives sales, improves customer satisfaction and increases productivity.

The 2crm module enables 2serv to integrate with commonly used CRM systems such as ACT and Goldmine. It allows key data to seamlessly flow between the different applications such as billing, service, meter reading and leasing. This will enhance account management, increase contract renewals and maximise upsell opportunities.



TONER CONTROL

Controlling the management of replacement consumables improves service profitability by ensuring that customer devices stay fully operational and eliminating order duplication.

2serv calculates the expected percentage of life remaining and the expected expiry date of tracked parts with product yields specified against each stock entry to determine if full life has been achieved. Toner replacement requests that have achieved yield are automatically logged as 'Toner Required' tasks within the 2serv Job Stack.

The system highlights products that may form part of a warranty claim when reasonable yields are not achieved. It also provides evidence when customers exceed any agreed percentage of colour coverage enabling sales to renegotiate a higher cost per copy rate to mitigate against any loss.



Integration with Capture-IT allows the percentage of toner remaining to be specified and identifies devices below this value during hourly scanning cycles.

Email alerts, providing details of the device, toner and percentage of toner remaining, are automatically read by 2serv and the usage is calculated and compared with the yield specified on the stock record, subject to tolerance checks.

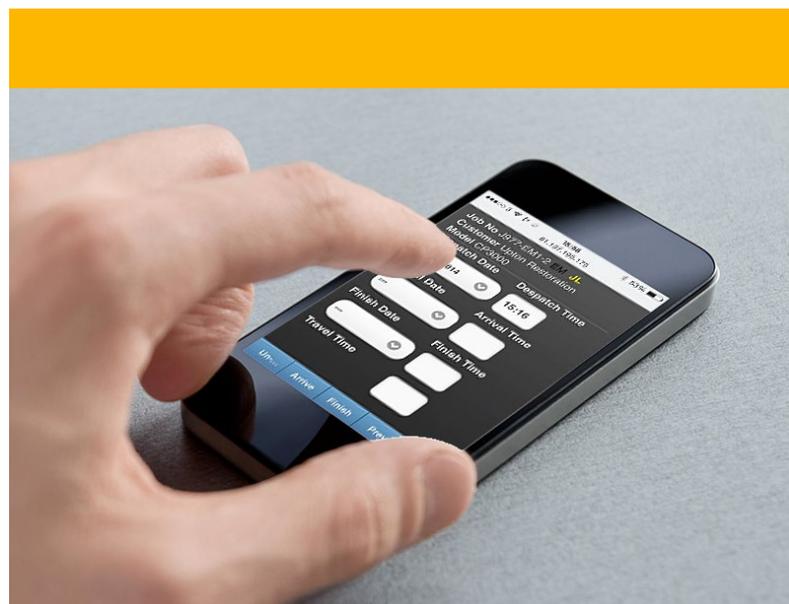
When the toner has been fitted by the customer, Capture-IT generates another email to 2serv which automatically completes the outstanding 'Toner Required' task.

INCREASING FIELD SERVICE PRODUCTIVITY

Significant productivity improvements can be achieved by enabling field service engineers to remotely access and update the 2serv or CBS systems using tablets or smartphones. They can view job schedules, site and device locations, key contacts, device inventories and full service histories.

Real-time updates can be sent to the 2serv system to log arrival and departure times, parts fitted, parts required, mileage and any incurred expenses such as parking, tolls, etc.

Engineers can also access the latest parts listing for specific print devices and a full list of their current car stocks as well as making parts availability enquiries or creating parts requests for Return-to-Fit jobs. The system is automatically updated in real-time showing parts that have been fitted to enhance the stock management process, allow parts to be re-ordered on a timely basis and help to minimise equipment downtime.



These modules enable engineers to make more efficient use of their time and create a professional impact with customers. They also improve data accuracy and increase the efficiency of the invoicing process, particularly for chargeable calls.



TECHNICAL TIPS

2SERV PART TRACKING

2serv can measure actual usage of any individual part against the manufacturer's recommended life expectancy. The Part Tracking screen highlights when parts have reached or are approaching the end of their expected life, showing that preventative maintenance will be needed and reducing the requirement for additional calls in the near future.

This screen is available when calls are logged, when jobs are updated or at any time from the Help Desk for any selected item of equipment. Further details can be viewed such as when parts were last fitted and the meter readings used in the calculations by double clicking into any line in the Part Tracking window.

CBS CALL SUMMARY SCREEN

Do you know how well your service department is performing at any point in time?

The Service Enquiry menu enables organisations to monitor performance on a day-to-day basis and review activities such as the number of calls received and completed, adherence to customer SLAs, response time targets and more.



NEW NON-EXECUTIVE APPOINTMENT

Robert Newry has been appointed as Non-Executive Director. With over 20 years' industry experience, Robert was co-founder of NewField IT, a UK-based provider of print consultancy and software solutions which was acquired by Xerox in 2011.

He has also held senior level positions with Ricoh including

Director – Operations for Ricoh UK and Chief Operating Officer for Ricoh Hong Kong's US\$70 million Direct Sales and Service business.

According to Mike Burke, Managing Director of Purpose Software: "Robert's experience of working at the highest level with leading OEMs and resellers will enable us to maintain our



STAFF NEWS

Since joining the company as a Helpdesk Consultant, Tim Manders has gained a strong understanding of the CBS and 2serv systems and how they meet the needs of customers.



Tim Manders
Support Consultant,
Purpose Software

Having recently been tasked with managing Purpose Software's new Nottingham offices, he will be responsible for new system implementations, consultancy, training and upgrading existing customer installations with additional modules.

Tim will also oversee the recruitment of additional sales and support staff as business levels continue to grow.



Robert Newry
Non-Executive Director,
Purpose Software

position at the forefront of the industry. He will also play a key role in helping the business to meet ongoing targets for expansion through organic growth, partnerships and acquisitions."

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