

Metrix Service Superior Service Management

Efficiency is mission critical in the service industry. Driving customer satisfaction and repeat sales, maximum efficiency is vital for growth and profitability. With Metrix Service, the industry-leading service software solution, companies improve service, retain good customers, sell more contracts, slash inventory costs, improve efficiency and increase profitability.

And Metrix Service usually pays for itself within the first year.

Why Metrix?

Metrix provides business software that automates your service delivery process to save time and money. Service management software is all we do.

We are one hundred percent focused on helping you service customers faster and better. And because Metrix is designed to seamlessly integrate with other business systems, you get the best functionality with the lowest total cost of ownership.





A Whole Solution

From field repair to reverse logistics and call center to invoicing, we have a solution to fit your organization. Both our on-premise software and our on-demand hosted solutions are flexible, customizable and scalable to meet your business needs.

You can even configure the user interface to suit the needs of each department. And our unique analytics dashboard allows you to measure key indicators of business performance. With Metrix, any service company—large or small—can simultaneously raise service levels and reduce operational costs.

Improve Service Delivery

In the field and in the office, put vital information in the hands of the people who need it—when they need it. Your staff gets continuously updating data about every scheduled repair, every warranty or service contract and every part.

Dispatch sends not just the closest technician, but the one with the right skills and the right parts on the truck, improving first time fix rates. You can combine upcoming warranty maintenance with scheduled service calls to enhance customer experience and boost the profitability of every service call.

Increase Service Revenue

Increase the number of jobs per day while servicing customers better—without adding headcount.

It might sound too good to be true, but we make this kind of efficiency possible for our clients every day. When you reduce the number of repeat visits and optimize travel routes, you add capacity. Additional jobs per day means the same number of people can generate more revenue. Response times are faster which reinforces customer loyalty and influences future purchases, which maximizes profits.

Cut Service Costs

Missing SLA deadlines is one of the most expensive, preventable business problems facing service organizations today. Your company loses money and the customer loses confidence. Drastically reduce the number of missed SLAs by putting contract deadlines at the fingertips of contact center and repair employees. Onsite service visits can be scheduled with pinpoint accuracy at the lowest total cost based on travel time, hourly rates, van stock, customer value, part lead time, priority and more.

Increase jobs completed on time, per day, per technician. Decrease wasted time due to customer no-shows with automated messaging that reminds clients of their approaching service date.





Streamline Reverse Logistics

In addition to warranty and contract management and field repairs, Metrix Service also helps you manage return parts. Contact centers issue RMAs and schedule repair service instantly. You also get a 360-degree view of inventory on hand, approaching warranty service needs and upcoming installations, so you can right-size your inventory to reduce carrying costs.

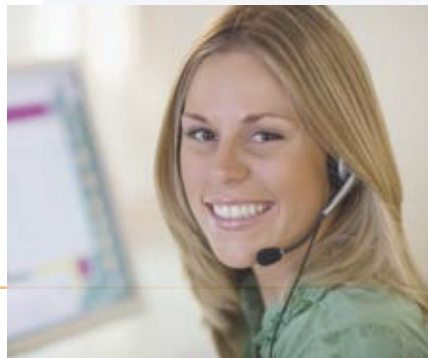
Enhance Customer Support

Power your contact center with guided call scripts, knowledge-based search, and intelligent routing assignment based on skills, geography and workload. Automated appointment booking, an easy-to-use drag-and-drop dispatch board, and GPS integration accelerates response time. A web portal allows customers to generate service requests, check the status of repairs or returns, view their contract coverages and service history, get quotes and troubleshoot problems.

ROI, ROI, ROI

In today's business climate, software has to do more than pay for itself—it has to improve business processes and deliver a return on investment. Metrix customers have seen a real impact where it counts the most: on the bottom line.

On average, our clients report a 23% increase in profit due to increased efficiency, improved service, lower operational costs and higher sales.



The Metrix Service Management Advantage

Metrix Service is specifically designed for your business. We specialize in helping companies service complicated products such as medical devices, electronics, industrial manufacturing and communication equipment faster, more efficiently and more profitably. Because your business is complex enough, we make our product easy to use. Built on Microsoft's .NET platform, there are no complicated or expensive technical requirements. Implementation is simple and the intuitive interface makes training easy. Which means you can transform your business almost overnight, as we have for hundreds of customers worldwide.

Included Modules

Field Force Automation: Automate service delivery from initial call to cash collection. Critical information is sent in real-time to PDAs, handhelds, laptops or tablets.

Contract and Asset Management: Create, administer and track complex tiered service contracts and assets. Easily manage multi-level SLAs, warranties, preventative maintenance, usage and shared risk contracts with parts, labor, meter reading and line-based invoicing.

Inventory & Logistics: Total visibility into your parts inventory, including locations and multi-bin stock maintenance, serial number tracking and consumption, auto replenishment and fulfillment.

Reverse Logistics/Repair: Manage all part returns from RMAs to routing, receiving, repair, packaging, shipping and billing.

Contact Center: Automate call handling from customer confirmation, problem identification, diagnostics, and dispatch, to parts management, pricing and billing. Full customer contact and service history allows customer service representatives and technicians to diagnose and resolve calls faster.

Scheduling Optimization: Schedule available technicians based on skills, parts, SLA demands, travel times, traffic delays and more. As changes occur, the system automatically updates in real time to maximize workforce productivity and minimize costs.

Metrix Mobile: Deliver 21st Century field service through wireless devices with full customer information, product details, service history, real-time invoicing and turn-by-turn directions. Technicians can log parts and labor, capture signatures and complete customer surveys faster and more efficiently.

The Competitive Edge

Stellar Service: Metrix can help you service your customers better than your competitors with field service automation, real-time information, streamlined parts management and effective contract and warranty management.

Lower Costs: You can save millions of dollars per year by increasing first time fix rates, decreasing secondary dispatches, reducing inventory carrying costs and effectively routing technicians to save labor dollars and fuel costs.

Increased Revenue: Streamlined management of the workforce allows you to increase profitability by selling more contracts and completing more jobs per day—without adding headcount.

Bottom Line Gains: Save millions of dollars in waste by reducing missed SLA's, improve time-to-invoice for healthier cash flow and reduce the overall cost of doing business while enhancing customer loyalty.

**Metrix sets the standard for service management.
Call today to see how we can help you streamline your business,
increase efficiency and improve your bottom line.**

A D V A N C E Y O U R S E R V I C E

1-800-543-2130 • www.metrix.com

