

Microsoft Business Solutions—Great Plains

Preventive Maintenance

You need to use your resources efficiently to maximize revenue. Preventive Maintenance manages the details of your service agreements, ensuring you deliver on your contract obligations. Preventive Maintenance tracks and schedules preventive maintenance calls, ensuring the right parts, the right consumable supplies and the right technician are in the right place at the right time. The system can even provide directions.

When customers open a service call for an item with a scheduled preventive maintenance contract, your technicians are notified so the routine call can be handled at the same time. You'll have fewer costly trips to customer sites, along with accurate billing. With reliable fiscal information, you can generate reports or add information to a data warehouse for analysis and future use.

As your maintenance process comes under increasing control, you'll achieve a more effective and efficient use of your service resources in the maintenance function. In addition, your customers will be more satisfied when they can confidently rely on their equipment to keep their business running smoothly. It's a win-win situation; it's a wise investment.

- Automatically generate scheduled field service visits based on time in service or equipment usage (metered equipment).
- Track details of Preventive Maintenance activities, including site visits, cancellations and work in process.