

MAKE CONSISTENT SERVICE & QUALITY, HALLMARK OF YOUR ORGANISATION

ACS is a 30+ years old Application Solutions Company with proven expertise in Customer Facing applications for the Automobile industry, Office Automation & Service Industry. More than 11000 users are using INFOMAN products all over India.



INFOMAN SERV is a workflow based Process Management Solution designed to connect various stakeholders on a single platform. It is equally effective both in streamlining collaboration between internal departments and delivering quality customer service. Some of the key functional areas of INFOMAN SERV are:

INFOMAN SERV Feedback & Complaint Module



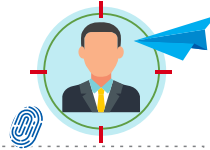
- Capture customer feedback on completion of – Booking, Sales, Delivery, Service
- Multi-Channel feedback collection from customers – using Direct call, SMS, email.
- Customer Satisfaction Index - Maintain customer Rating to analyse customer satisfaction for corrective actions.
- Integrated Complaint management for quick resolution of issues received during customer feedback.
- Seamless process for centralized monitoring of different stages of RC tracking.

INFOMAN SERV Asset Tracking Management (ATM)

- Inventory, Assignment and tracking return of all assets.
- Physical verification of Assets using GPS location tagging & QR Code.
- Co-ordination for repairs & preventive maintenance of assets.
- Centralised recording of all repair expenses incurred due to breakdown.



INFOMAN SERV Business Relationship Management (BRM)



- Create, update and access Customer contact information along with Products purchased.
- Swift and efficient product Installation at client site using checklist and tickets.
- Record, Retrieve & Resolution of Customer Complaints using tickets.
- Supplement customer service efforts with a powerful post sales management system.
- Timely alerts for renewal of Warranty /Annual Maintenance Contracts.
- QPM Reminders for Product service.

INFOMAN SERV - Complaint Management Module

This Module identifies gaps in your processes that need fixing, ensures prompt responses to customer issues resulting in long lasting customer relations. **Grow Sales & Service revenue by Improving your Complaint Management Process!**

Open Communication - It offers visibility, flexibility and brings accountability. No unknown variable will remain ignored or hidden from the management.

Identify New Challenges – observe the patterns and intensity, almost instantly. No challenge will then remain un-surmountable - whether your teams are working partially from home or experiment with new ideas.

INFOMAN SERV can be the backbone of your organization offering following benefits:

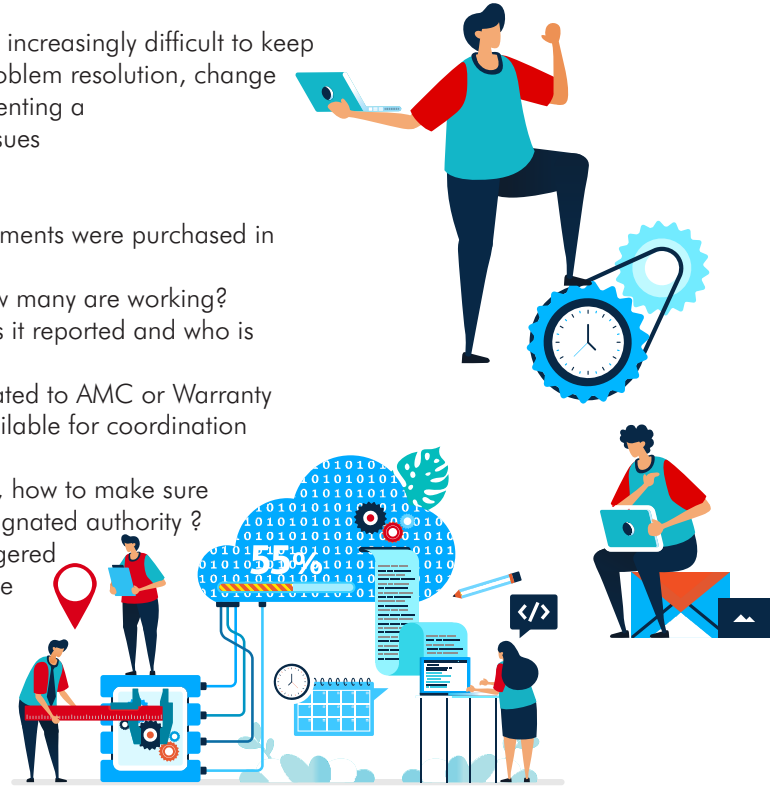
- Improved customer happiness quotient.
- No complaint goes unresolved.
- All complaints are resolved within defined TAT.
- Significant reduction in complaints from OEM.
- Single interface to record complaints for all business lines - Showroom, Workshop, Insurance, Body Shop etc.
- Escalation for issues not resolved within defined SLA.
- Classify complaints based on issues reported by customer and assignment to department head.



6 COMMON ASSET TRACKING PROBLEMS AND HOW TO SOLVE THEM?

As business operations expand and an organisation grows, it gets increasingly difficult to keep track of Assets manually. Right from procurement, assignment, problem resolution, change and disposal there are many challenges that are faced in implementing a smooth and seamless asset management process. Some of the issues faced are:

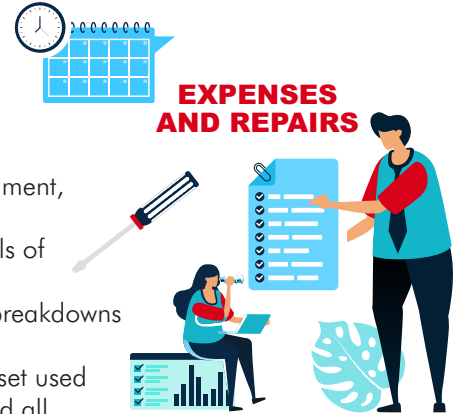
1. **Inventory & Assignment Management** – How many equipments were purchased in a given period and to whom they were assigned for usage ?
2. **Condition Management** – Of all the assets in an outlet how many are working?
3. **Incident Management** – In case of a breakdown, when was it reported and who is coordinating for repair (on-site or service centre) ?
4. **Missing contact information for Repairs** – Information related to AMC or Warranty contract information, call centre details are generally not available for coordination of repairs.
5. **Asset Return** – In case an employee leaves the organization, how to make sure that all assets assigned to him have been returned to the designated authority ?
6. **Expense Visibility** – Since expenses made in repair are staggered and spread over a long time, it is difficult to compile complete amount of expenses incurred for repairs to decide on repair/ disposal.



HOW INFOMAN SERV helps to overcome key ASSET tracking issues ?

INFOMAN SERV is the best solution designed for infrastructure monitoring that allows you to maintain inventory, report on changes and timely alerts for warranty expiry of assets.

- **Simplify physical tracking of Assets** – Physical verification of assets made easy using QR Code that are linked to each asset.
- **Assignment & Return History** – INFOMAN SERV maintains complete history of Assignment, Return & movement of an asset with location and expense history.
- **Timely Reminders for Warranty / AMC expiry** – with contract information and details of Contact person in case of a breakdown .
- **Avoid Breakdowns** – Define schedules for preventive maintenance of assets to avoid breakdowns and loss of productivity.
- **Track Expenses & Repairs Done** – Centralised tracking of all complaints related to asset used by employees using Tickets helps in better co-ordination with the service vendors. Record all repair expenses related to each asset for future references.
- **Prompt resolution of complaints** – Centralized recording and assignment of all calls to supervisor ensure immediate action and quick resolution of complaints.
- **Simplifying Depreciation Calculation** - INFOMAN SERV allows dynamic configuration of depreciation rates as per IT Act & Company Act. Users have the flexibility to freeze/unfreeze depreciation processed for a month/year.



HAPPY CUSTOMERS TALKING ABOUT YOUR SERVICE QUALITY ARE THE BEST ADVERTISEMENTS.



Grow Sales & Service revenue by Improving PSF & Complaint Management Process!

Today, A customer not only buys your product or service, he buys experience and then shares it with others on Social media. A prospective buyer checks your customer service ratings on Google, Facebook, Twitter and compares prices on multiple online portals. "The first step in exceeding customer expectations is to know those expectations".

Dealerships need a robust, seamless & transparent Feedback System to record customer's feedback at multiple stages – Showroom visit, Test Drive, Booking, Vehicle Delivery, Post Sales & Post Service.

INFOMAN SERV - PSF & COMPLAINT MANAGEMENT MODULE OFFERS A COMPLETE SOLUTION TO RECORD CUSTOMER FEEDBACK & COMPLAINTS AND ENSURES TIMELY RESOLUTION FOR THAT AMAZING CUSTOMER EXPERIENCE:

Multi-Channel Feedback Collection:

Create multiple touch points with customers for customer feedback using Direct call from call center executive, "Thank You" SMS / eMail with link for feedback forms and contact forms etc.



Transparent Feedback Recording:

Define customized questionnaire for PreSales, Post Sales & Post Service feedback in INFOMAN SERV. Customer feedback can be recorded in the form of Grades, Description or Multiple Choice options.



Ensure Timely Feedback Interactions:

INFOMAN SERV allows users to upload daily Booking, Test Drive, Sales & Service data. This data is assigned to tele-callers for calling and recording customer feedback.



Take action on reported negative feedback:

During interaction, if a customer gives negative feedback or low rating, create ticket to Record Complaint and assign it to the respective department. Automatic escalation of pending complaints to senior management improves service quality and builds customer loyalty.



Powerful Dashboards For Centralised Supervision of PSF:

Help in daily analysis of Location-wise number of deliveries, Calls for PSF, Complaints reported, Resolved & Overdue in a single screen.



Registration Certificate (RC) Tracking Solution:

INFOMAN SERV offers a seamless process for centralized monitoring of different stages of RC tracking including - Collection of documents, Online filing, HSRP slip issued by RTO, online Ordering of number plate, Receipt & fixation of number plate at showroom, RC receipt & hand over to customer.



Customer Delight Index Calculation:

INFOMAN SERV allows designing of questionnaire to record customer's response on ease of vehicle delivery process. Auto calculation of Customer Delight Index is done based on in-built marking system for each response given by customer.



MIS reports offer complete transparency and show total number of open cases:

Status wise view of open cases with ageing analysis. Management can identify gaps and take corrective actions to ensure faster delivery of RC and improve customer experience.



Positive impact on future business opportunities:

Quality service strongly impacts all future business opportunities with a customer including – Paid Service, Extended Warranty, Exchange, Future Vehicle Purchases and Insurance renewal.



Contact our experts for a **FREE** Demo and explore best practices to improve overall Customer Experience during all interactions.
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