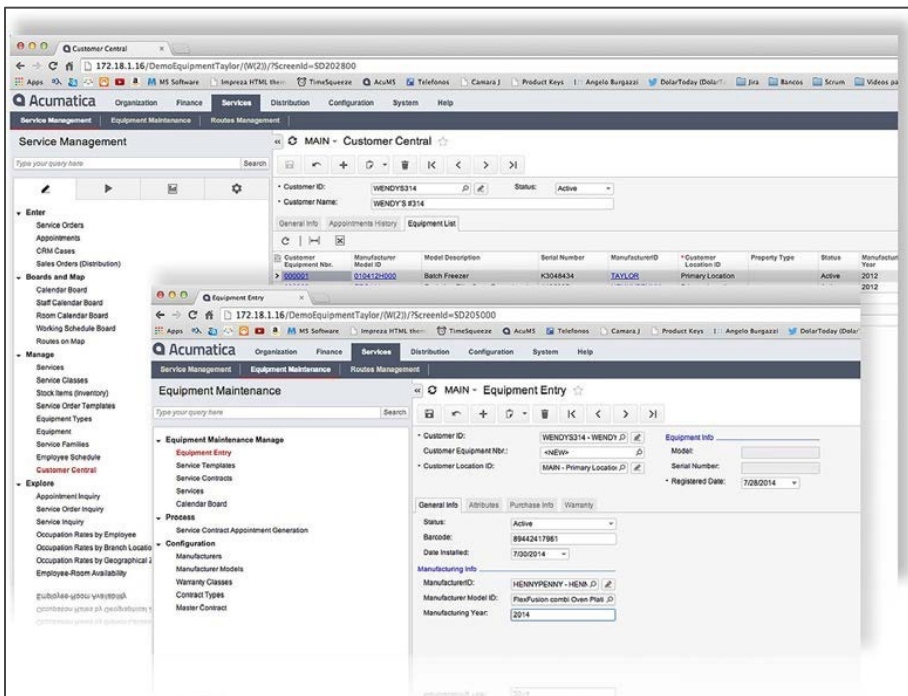


Track the Details of Equipment Maintenance at Your Customers' Locations

Track all details of equipment and products installed at your customers' facilities by make and model. Define schedules for preventive maintenance service orders and associate them to recurring maintenance schedules or contracts.

ENHANCE ACUMATICA'S SERVICE MANAGEMENT FUNCTIONS

Acumatica Equipment Management leverages the functionality in the Service Management application that creates schedules and dispatches field staff, generates service orders, tracks staff skills, and invoices field service work. Acumatica Equipment Management is an optional component of the Acumatica Service Management Suite of products.



Gain complete visibility of all installed equipment at customer sites, along with service schedules and warranty commitments

KEY BENEFITS

BETTER INFORMATION LEADS TO BETTER DECISIONS

- Integrate field service operations, projects, order management, CRM, and inventory management
- Provide all required information to generate service appointments from Sales Orders or CRM Cases
- Gain better business insights by combining automated processes, accurate data, financial analyses, and forecasting capabilities

IN THE CLOUD AND MOBILE

- Access routes anywhere, anytime, from any device. All applications are web-based, giving users unlimited access to the system from any location
- Enable field staff to plan for upcoming appointments and routes along with access to the information necessary for the next call, including last-minute updates

WARRANTY TRACKING

- Improve customer satisfaction by tracking warranty classes according to models of equipment
- Prevent needless customer invoicing of parts and labor when the work is covered under warranty

EQUIPMENT MANAGEMENT FEATURES AND CAPABILITIES

Equipment Maintenance Inventory	Maintain all details of equipment and products installed at your customers' facilities by make and model.
Preventive Maintenance Schedules	Define schedules for preventive maintenance service orders and associate them to recurring maintenance schedules or contracts.
Appointment Generator	Generate appointments automatically for all service contracts with equipment maintenance requirements.
Service Templates	Create templates for a predefined set of services. For example, create a template for the cleanup and calibration combination for HVAC equipment.
Warranty Management	Establish warranties specifying the specific items under warranty to avoid confusion, mischarges, and objections. Classes can be mixed on the same service order, for instance, a two-year warranty on parts and a one-year warranty on labor.
Invoicing	Capture and invoice for all parts and labor related to the services rendered.
Service Parts	Provide access to service parts inventory and automated sourcing.
Mobile Services Management	Send updated orders and appointments to any mobile device.
Service Contracts	Create and manage multiple service schedules for each customer by location.
Master Contracts	Combine multiple contracts by customer.

ABOUT ACUMATICA

Acumatica is the world's fastest growing provider of cloud ERP, with the industry's highest customer satisfaction rating trusted by companies across diverse industries. Acumatica is easy-to-use, full-featured and mobile software. With unlimited users, everyone can have a real-time view of your business anytime, anywhere.

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