



## FACTS Data Sheet: Service and Repair

**Service and Repair allows distributors to run a more responsive operation that enables them to improve customer service and build customer loyalty.**

With the FACTS Service and Repair, distributors have the tools they need to manage their service organization more effectively than ever. The system uses key business information for usage, costing, pricing and replenishment. Service and Repair can generate proposals and then convert them to contracts when authorized.

**Proposals** are a great way to track potential service business:

- Create proposals containing equipment, preventative maintenance and meter information
- Generate multiple proposals per customer and easily convert them to a contract upon approval, optionally include parts and labor.

**Contracts** regulate elements of the service during normal service processing, bringing consistency to the service you provide:

- Create a contract or convert a proposal into a contract quickly and easily
- Include or exclude parts or labor for any item listed in the contract
- Specify the frequency of meter readings and preventative maintenance cycles

**Preventative Maintenance (PM)** generates services tickets based upon time or meter triggers, allowing you to offer a proactive service approach.

**Work Status** reveals the status of work to be performed, in process work and completed work is readily available for easy service management

**Meter** cycles can trigger readings, billing or preventive maintenance.

➔ A PARTNER SOLUTION ...

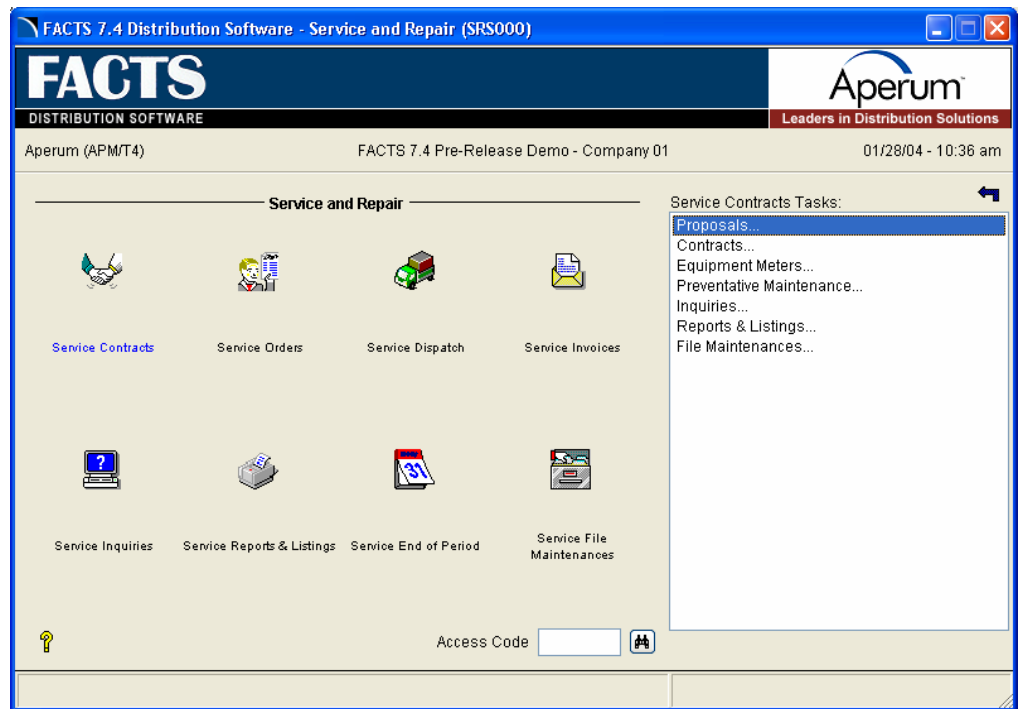
Developed by IMC, an Authorized Infor Solution Partner, Service and Repair is certified by Infor as a leading solution for FACTS. By selectively creating alliances with partners that maintain the same the same rigorous quality standards for programming, design and functionality, Infor provides our customers with an expanded and enhanced FACTS solution.

**Technician Tracking** allows management to track each technician's time and rate, with performance reporting.

**Manufacturer/Model Data** shows equipment records for specific models are stored with detailed warranty, customer and location data to ensure valuable reporting is available.

**Integration with FACTS**

As the Service and Repair solution is tightly integrated with FACTS, pricing controls for repair parts and general ledger posting behaviors are observed from the other FACTS modules. Additionally, stock or non-stock parts used in Service and Repair affect usage and replenishment.



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