SERERRA™

RepairSeries

Repair Management for NetSuite

Sererra's RepairSeries - Repair Management for NetSuite helps you manage your customer's maintenance services, repairs, RMAs and service contracts. Utilizing the native NetSuite case management system you have full control over the status, advanced replacements, warranty repairs, estimates and bills for repair and labor and material tracking. You can increase productivity by assigning the right technician(s) to the repair, schedule tasks and measure the technician's productivity and schedule tasks.

FEATURES

- Full-featured service management for repairing items
- Configured for use with NetSuite OneWorld for subsidiary based setup
- Obtain current repair status
- Manage the receiving and shipping of repaired items
- Notify your customers on status
- 7 different warranty processes
- Manage warranty and non-warranty processes
- Manage advanced replacement warranties
- Manage advanced exchanges or replacements
- Manage warranty claims and repairs for serialized items
- Manage items outsourced for repair
- Accurate billing based on actual labor and parts pricing
- Track all repairs driven through NetSuite reporting and alerts
- Provide workflow, escalation and approval processes
- Create service codes, status, repair conditions and history logging
- Track inventory orders, parts, bin locations, etc.
- Ability to perform a field scrap or determine if a product is viable for repair
- Multi-level customization of approval processes through the repair and replacements
- Create templates of the repair steps and diagnosis at the item level
- Track actual repair costs for better accounting
- Label printing
- Print or email customer invoices, credit notes & packing slips

FULLY SCALABLE & CUSTOMIZABLE SOLUTIONS

TAKE YOUR BUSINESS TO THE CLOUD

SERERRA™

Sererra is a leading technology and management consulting firm focusing on delivering turnkey business solutions worldwide. We've helped over 1,000 clients achieve their business goals by delivering products on the NetSuite Platform.

Sererra's core areas of expertise emphasize business process engineering, systems implementation, integration and custom software development including cloud- based business processes for a wide range of industries.

Sererra provides businesses with a complete, unified and integrated solution that helps organizations grow more profitable.

Our commitment to excellence and Client Satisfaction Guarantee assures the success of every project we undertake – every time.

CONTACT SERERRA

GROW YOUR BUSINESS ON THE CLOUD

Corporate Headquarters
Sererra Consulting Group, LLC
17461 Derian Avenue Suite 204
Irvine, CA 92614
Tel.: 1-877-CRM-ERP4 (1-877-276-3774)
Fax: + (1)-949-266-9032

Bay Area
One Embarcadero Center Suite 500
San Francisco, CA 94111

Texas
10777 Westheimer, Suite 1100
Houston, TX 77042

Australia
Level 14, Lumley House 309 Kent Street
Sydney NSW 2000
Tel: (02) 9994 8001
Fax: (02) 9994 8008

Europe
Sererra Consulting (UK) Ltd.
Gainsboro House 81 Oxford Street
London W1D
Tel: +44 (0) 20 7903 5192

Sererra Consulting Group, LLC - Green IT | Integrating Cloud Technology and Business Strategy | Tel: 877.276.3774 |
www.sererra.com