

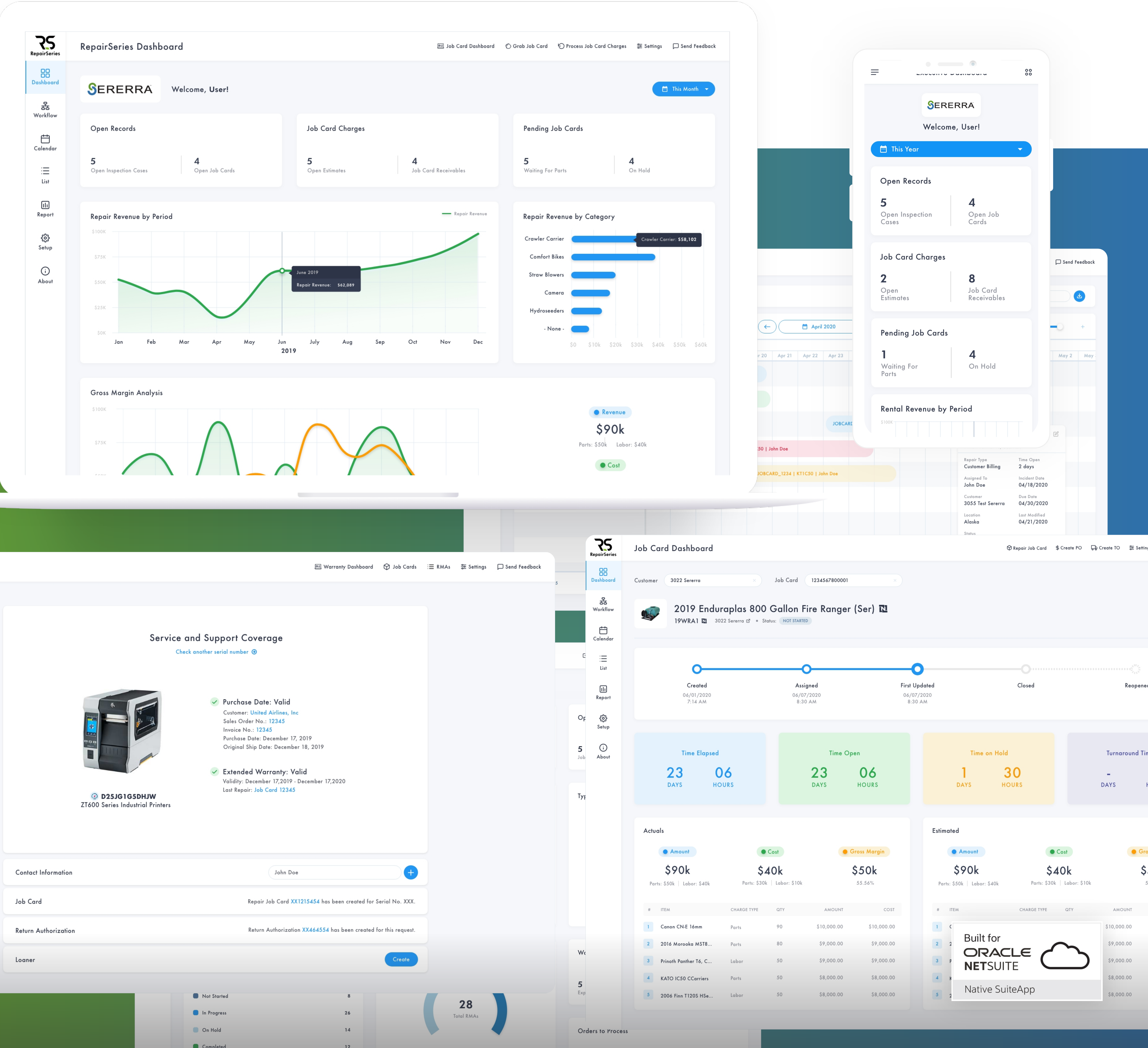
# Repair Management

ORACLE® NETSUITE



## RepairSeries

Sererra's Repair Management Solution helps you better manage your customers' repair items and service contracts with parts management. Increase productivity by providing the right technician, measuring technician productivity, as well as tracking the gross margin of every repair. With add-on modules, you can manage warranties on your items and preventative maintenance scheduling.

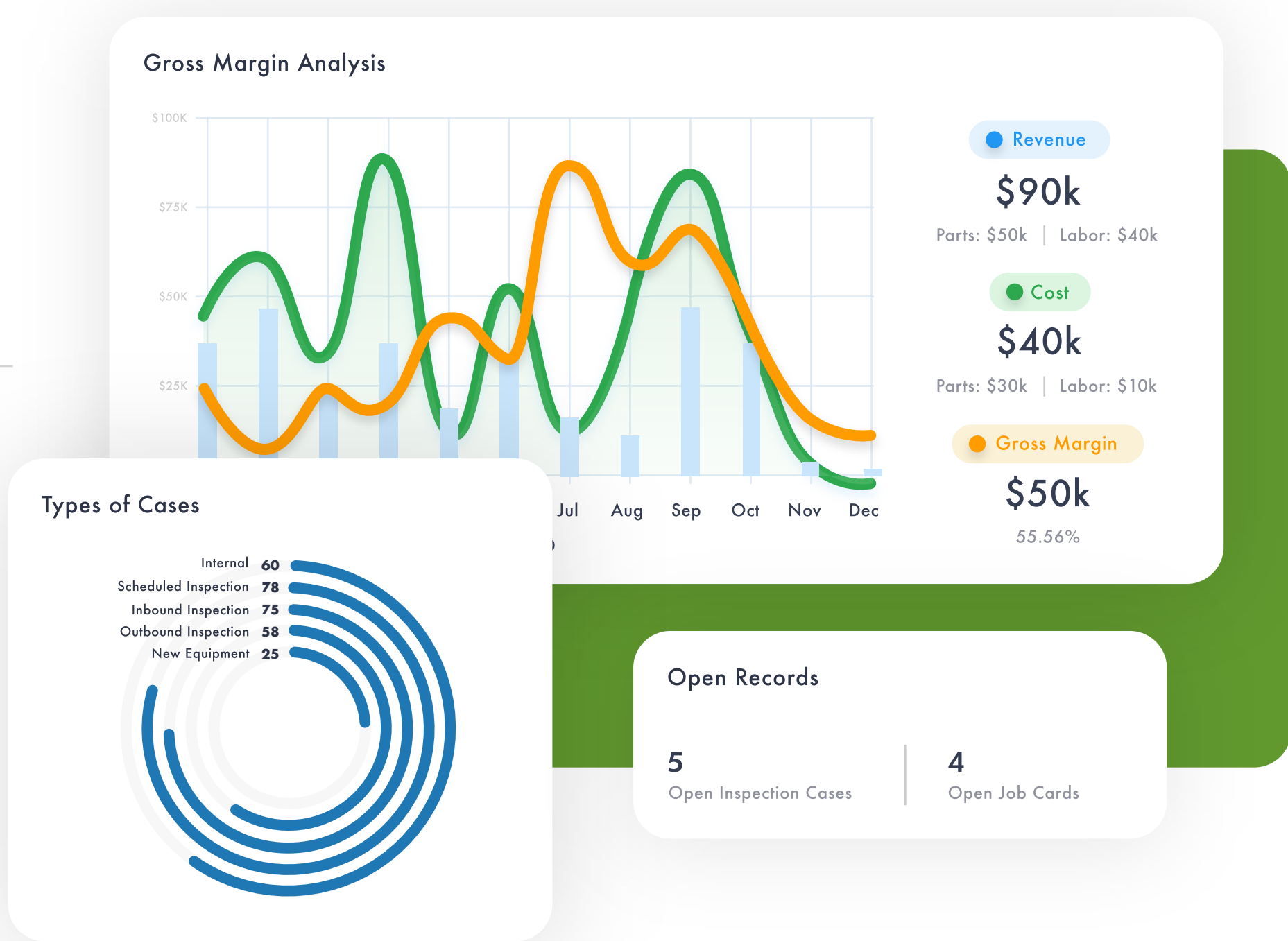




# Features

## Dashboards

Provides a visual display of inspection and repairs count with their corresponding repair revenue and costs in tiles, graphs and reports. This also gives the executive management visibility on the performance of each repair category with detailed reports for each tile.

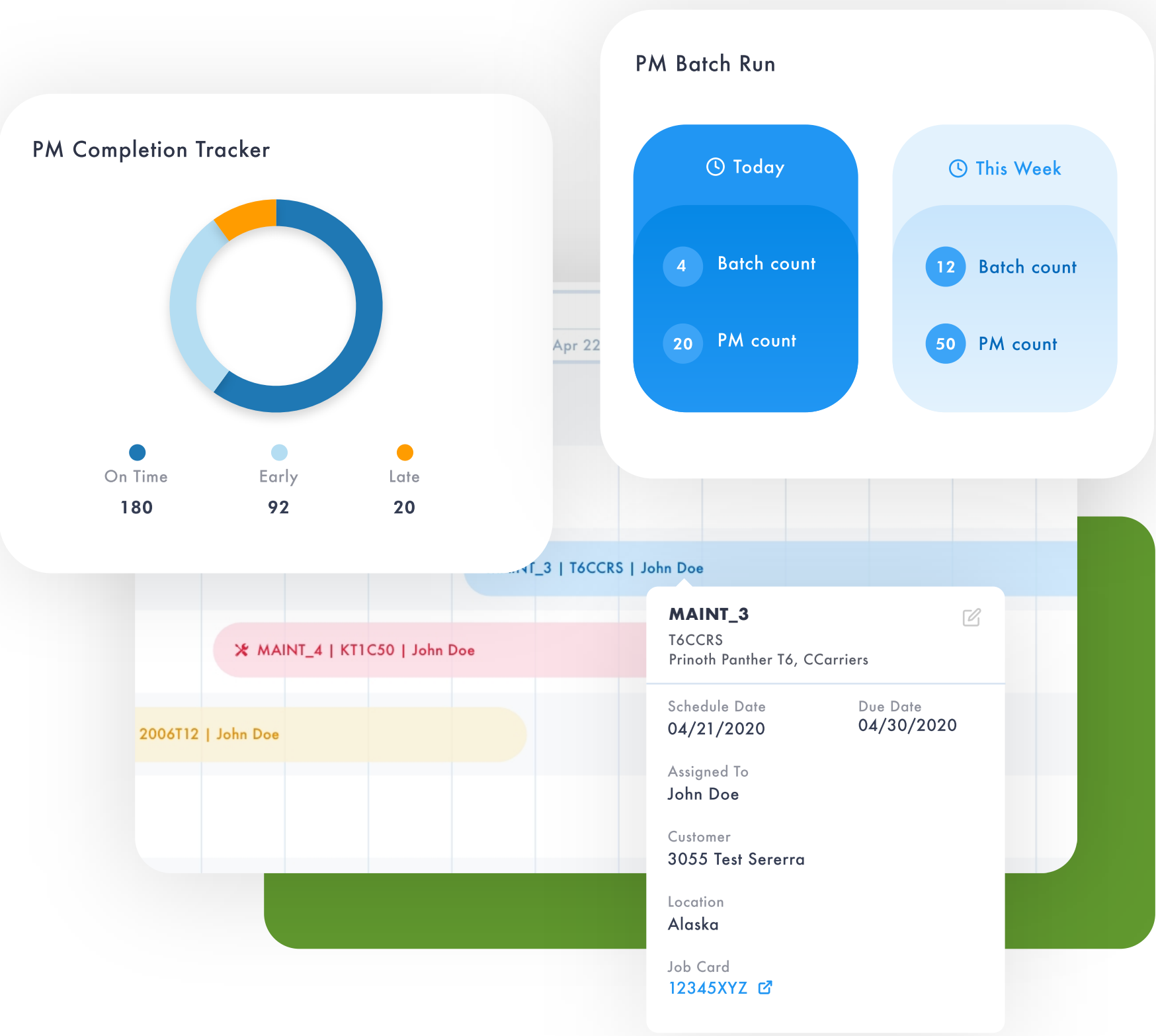
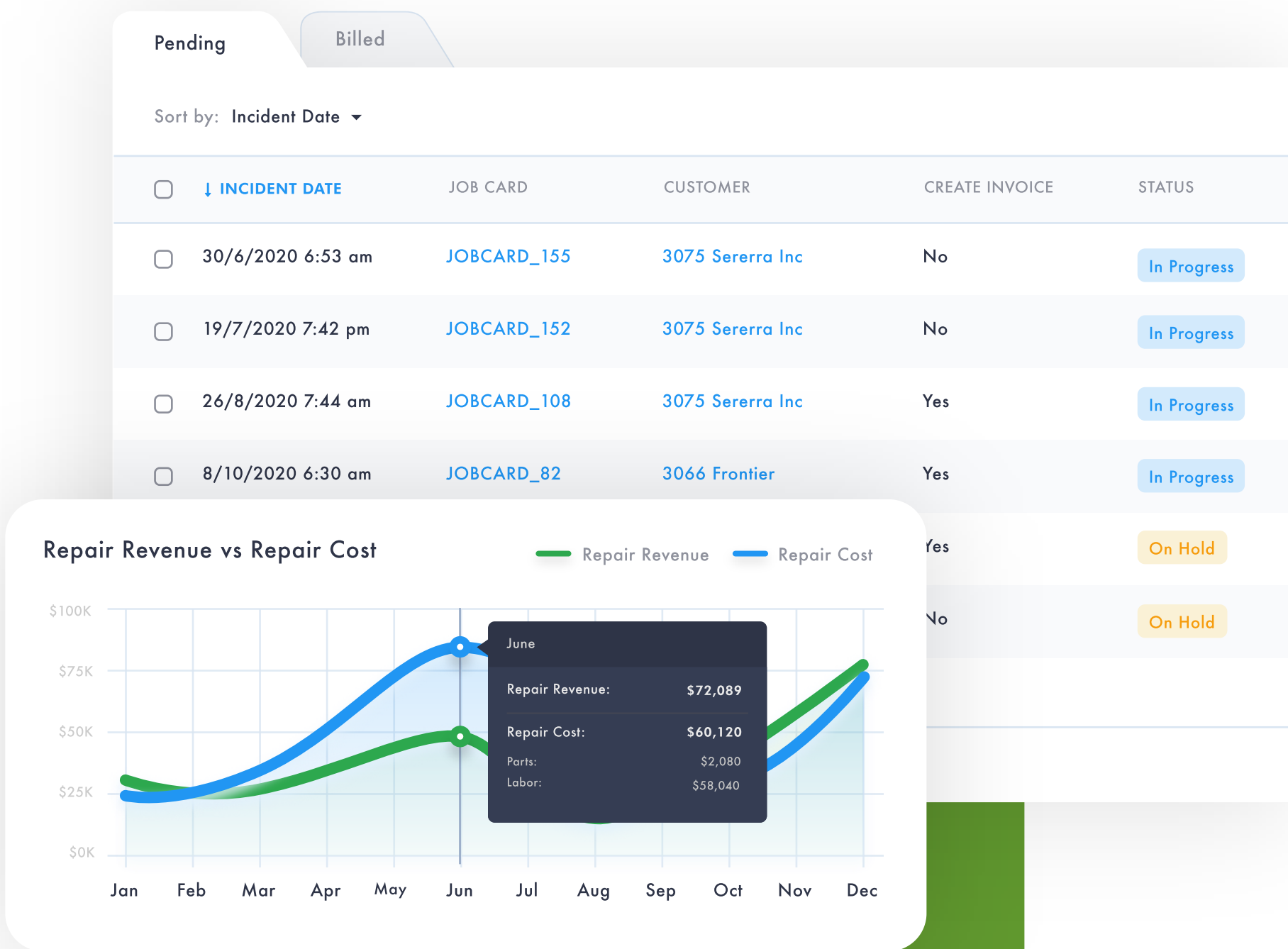


A form for creating a Job Card with fields for Item Name, Manufacturer, Serial Number, Brand, and Description. It also includes a 'Create Serial Number' button and a 'Create Job Card' button. Below the form, there are three radio button options: 'Leak in Tank', 'Worn Belts', and 'Replace Filter'.

Allows technicians to quickly create Job Cards to facilitate inspection and repairs. This streamlines entry of customer information, repair items details, model and issues with pre-defined spare parts and labor components.

## Repair Charges and Costs

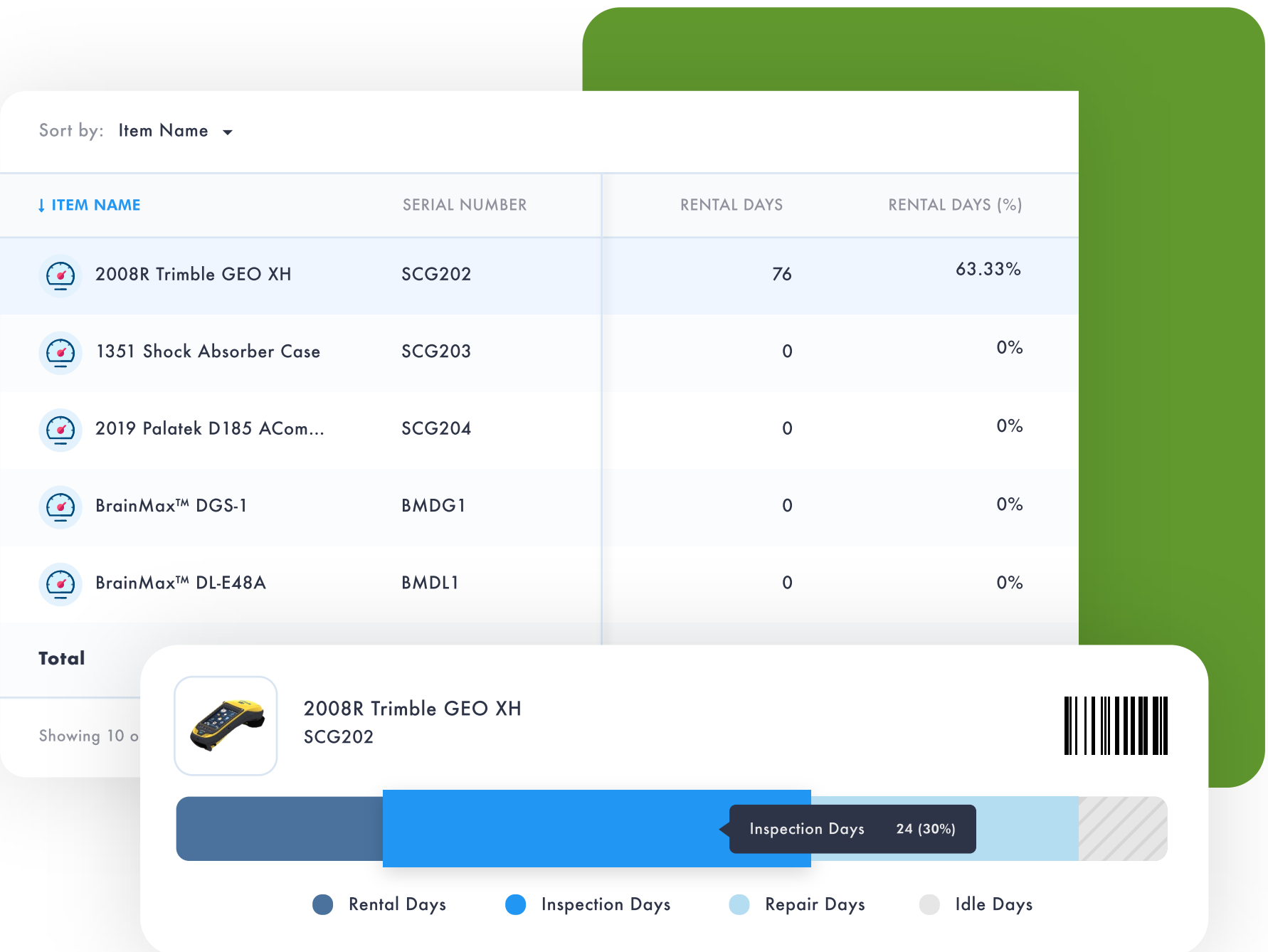
Automates the creation of Quote and Invoice to charge customers of repairs with pricing definitions. The Repair Job Card allows users to absorb internal repairs via Inventory Adjustment and proper charging of accounts.



Add-on module to RepairSeries that allows automatic schedule of service maintenance based on criteria. This provides dashboard and calendar capabilities to highlight PM KPIs and scheduling based on Technician, Job Card or location.

## Warranty Management

Add-on module to RepairSeries that provides a one-stop shop to check warranty eligibility, links to historical transactions, process returns and facilitate creation of support tickets. This module is also capable of creating Loaner Order or Advance Replacement Customers while repair is in progress.



A form for Service and Support Coverage. It includes a section for 'Purchase Date: Valid' with details for United Airlines, Inc. and a section for 'Extended Warranty: Valid' with details for the validity period and last repair. Below these sections are fields for Contact Information, Job Card, Return Authorization, and a 'Create' button for the Loaner.

## Reporting

Many reports to help you with tracking and generate utilization and turnover metrics for better visibility of the repair units.





## GROW YOUR BUSINESS ON THE CLOUD


Sererra is a leading technology and management consulting firm focusing on delivering turnkey business solutions worldwide. We've helped over a thousand 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 assure the success of every project we undertake — every time.

## Contact Us

 Corporate Headquarters  
Sererra Consulting Group, LLC  
3349 Michelson Drive, Suite 200, Irvine, CA 92612

 1-877-CRM-ERP4 (1-877-276-3774)

 + (1)-949-480-1645