

# ServiceTrader - software for service centers and spare parts shops



**ServiceTrader** is a web based, specific business management software for companies, whose business activities are appliances sales, service, maintenance, spare parts sales, car shops.

Service companies have some unique service and maintenance requirements specific to their business sector:

- Keeping records of client's appliances, service history, spare parts sales, remainders of the next maintenance time.
- Possibility to plan service activities for each employee, keep record of time spent on each job at each location and appliance.
- Calculations of maintenance costs by time spent on the location by employees hourly rate.
- Spare parts warehouse inventory, catalogue of maintenance services.
- Invoicing and payment control with possibility to generate and send reminders for late payments.
- Reports about appliance maintenances, time tracking, staff load, company turnover, employee generated income etc.



**ServiceTrader** provides all these specific needs, plus the standard sales and stockyard functional needs and more!

**ServiceTrader** is a fully web based software, multi platform and easy to use on internet or local network!

All you need to use **ServiceTrader** on your computer is one of these web browsers and platforms:



*If you are in this type of business, then **ServiceTrader** is created just for you!*

### Shortlist of ServiceTrader Software features:

- Register of appliances, service history, location, regular maintenance reminders
- Customer relationship management (CRM)
- Visualized *Flash* calendar of planned service works for each employee
- Work lists, invoices, service agreements, warranty cards
- Possibility to merge invoices
- Keep records of client's appliances sales, services, spare part sales
- Purchases
- Stock, item availability, item locator, item sales history
- Invoicing, payments, financial data export to accounting systems
- Product catalog, service pricing, spare parts pictures, barcodes
- Administration, users, multilanguage feature
- Reports
- And more

### With ServiceTrader it is possible to optimize activities in the following areas:

#### Clients

Detailed record-keeping on clients;

Record-keeping and control of communication with clients;

Possibility to add client to any of vip or debtor groups, which ensures placement of additional reminders and prohibitions upon goods dispatch or preparation of outgoing documents, for example, in cases when client continuously does not settle invoices;

Possibility to notify client via e-mail on special offers, discounts or unsettled/delayed invoices;

Possibility to enter detailed information on each appliance of client;

Possibility to operatively prepare an overview on performed services and sold spare parts for client's appliances.



#### Goods & Warehouse

Detailed list with information on goods in warehouse:

- Quantity in warehouse;
- Link to goods purchase documents.

Detailed description of goods;

Possibility to arrange goods by categories and groups;

Possibility to place goods in a web catalogue (optional).



## Planning and record-keeping of maintenance services

Visualized *Flash* calendar of planned and performed maintenance services;

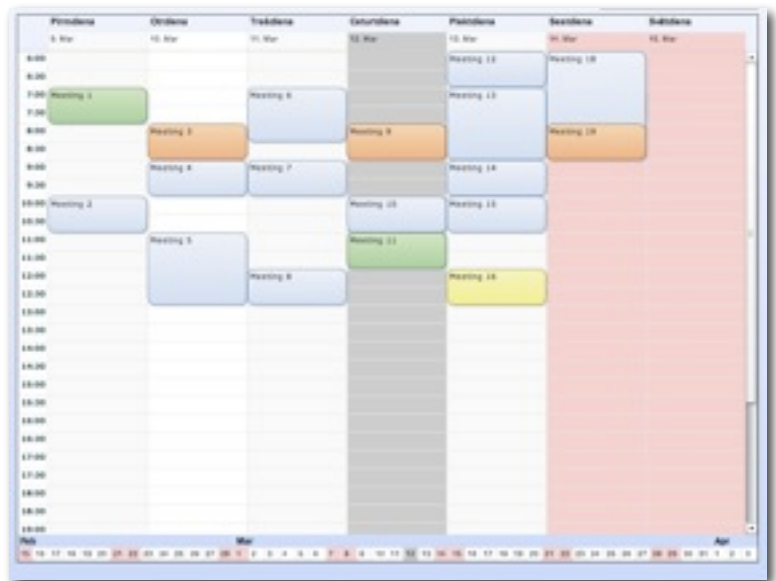
Easy to enter or change client's service request right from calendar;

Easy to oversee employee schedule;

Possibility to get report of appliance full service history, costs and next scheduled maintenances;

Tracking of appliances long term service works statuses;

Possibility to add employee name, time and costs to each maintenance service job and compare income to staff costs.



## Financial information

Viewing and printing of income, expenses and turnover reports;

Possibility to see reports in different sections by selecting particular period, client, appliance, warehouse, group of goods, manager, service employee etc.:

- Profit / Income / Turnover;
- Report on debtors;
- Unpaid bills of services;
- Report on materials in warehouse;

Transfer all selected invoice data to accounting program in next minute when invoices are generated.





### One step ahead

Using wireless connection and wireless barcode scanner or PDA it is possible to optimise service operation time on controlling delivered services and parts in each client location. Employee just need to scan work-list code, item barcode, and enter amount. So the record of completed service or installed spare part will be stored in data base. Internet access also allows to control warehouse status and service schedule.

The first version of the software **ServiceTrader** was developed in 2007 and each month new features are added.

In our software **ServiceTrader** we provide opportunity to add new languages for interface or change text in existing languages. It is possible to choose interface language for each user individually.

With the progress of our client's businesses we as well are developing our software and adapting it to the client's business processes changes and expansions. By purchasing this software our clients get one of the most advanced online solutions for the service business in Baltics and Europe.

*If you would like to receive additional information on the software **ServiceTrader** or schedule a software presentation, please contact us on +371 29263315 or email at [info@norgate.lv](mailto:info@norgate.lv)!*



## About us

**Norgate Ltd.** is a company founded in 2002 with the aim to provide modern and advanced software solutions. As a result the company currently offers stock software and web page development services. The main criteria for the Norgate products and services are quality and flexibility. Therefore client-ordered supplementation of the developed systems are a vital part of everyday's work.

Some of the main products of Norgate are: the stock management system for rental companies "RentalTrader", the stock management system for small and medium sized companies "Trader", "ServiceTrader" for car services, "StudyTrader" for course and seminary organizers, car-rental software "AutoRentTrader" and the hotel and guest house management system "HotelTrader".

## Some of our clients



Information on other software projects developed by Norgate Ltd can be viewed on the company's web site [www.norgate.eu](http://www.norgate.eu).