

COMSERVE

The Complete Building Services Company

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Keeping Track of Your Maintenance Visits Just Got Easier

After carefully listening to the requirements of our customers and keeping up with innovative technology, Comserve introduced "Online Service Manager" in 2005. Service Manager is an Internet based maintenance management tool which is a fully functional and highly beneficial system, designed for anyone within the facilities or maintenance role. Unlike many of our competitors we offer this service free of charge to our customers.

There will be a series of benefits available to you from the moment you first sign in. These are based on the ability to:

- View all scheduled Planned Preventative Maintenance Visits
- View any works outstanding
- Monitor the progress of any additional or quoted works
- View any outstanding or due invoices
- View a full asset list detailing all items of equipment under maintenance

Service Manager Editions is a live maintenance management system constantly updated throughout each and every day. Comserve engineers are provided with handheld devices, remotely linked to the live system, therefore enabling your maintenance records to be updated frequently.

This innovative system has been created with end-users in mind promoting a very informative and user-friendly design with help from our Comserve team always at hand.

Scheduled Planned Preventative Maintenance Visits

Knowing when your maintenance visits are due to take place is of up most importance, when trying to plan ahead. Our visits are listed with week numbers along with the intended works, enabling you to always know when and why our engineers will arrive on your premises.

Outstanding / Additional Works

Keeping track of works that have been completed or works that are awaiting completion can be a confusing and stressful task. Service Manager allows you to clearly identify the jobs that have been completed, are in progress or are awaiting further instructions enabling you to always be up to date.

Invoicing

Invoices are produced by Comserve's in-house team when required. All invoices due, are clearly displayed within Service Manager. The system will detail all charges and payment dates, thus making the role of your accounting staff easier as they will have precise figures to refer to.

Asset List

Service Manager can clearly identify and display all equipment that is currently part of your maintenance contract, ensuring you are always aware of the services we provide to you.

Comserve are here to assist our valued customers every step of the way and believe that our beneficial user-friendly Service Manager system, will provide an innovative solution in reducing maintenance management and administration.

Service Manager Editions is available to access via our website, www.comserve.co.uk. You will require a secure ID and password available from our Service team on 01923 269803.

Should you require a demonstration of our Service Manager system, or require any technical assistance; then please do not hesitate to contact a member our Customer Services team.