

# LAMP Services

*The Light at the End of the Tunnel*



Services module delivers a complete solution to customers at your service. This module provides a complete CRM solution that result in building successful business relationships with your customers.

## Services Features

### Customer Satisfaction

Ensuring customer satisfaction is the main objective of the Services module. All customer concerns are logged in the system to guarantee that your customers get the appropriate service they need.

### History Tracking

Keeping track of customer's issues and job orders and making sure that all each customer account is properly managed facilitates customer retention. Here, the history of issues and actions are made available, offering you with the facility to make corresponding adjustments to better serve each customer.

### Job Order Inquiry in Real-time

The Services module provides a repository of information needed to complete job orders. The job order inquiry enables the user to immediately search and track service status and details.

### Inventory Integration

Some services require the use of items or parts kept in inventory. With the integration of inventory, you can quickly check the

availability of parts for the service.

### Industry Standard Service Reports

Through the use of industry standard services reports, management can quickly determine job orders and the activity to resolve this as well as the standard service performance reports.

### Benefits of Using Services

- Monitors customer requests
- Facilitates Job Order Inquiry
- Maintains a repository of services information
- Tracks Service Parts availability

### Benefits of Using LAMP

#### Availability

LAMP Enterprise is engineered to be a web-enabled business software with PDA support in order for it to work on any platform with a web browser, or internet enable phones like Blackberry, iPhone and SmartPhone. The availability of internet through phones, 3G and wifi make LAMP Enterprise available anytime, anywhere in the world.

#### Ease of Use

LAMP Enterprise, as a web-enabled application is easy to use. Its embedded workflows make learning curve shorter.

### Support

Not only do you get software, you get a team of professionals to handle your questions, maintain the system, and perform your backups. It's like having your own IT department with-

out all the costs associated with it.

### Flexibility

LAMP can be configured precisely to match the needs of each customer eliminating the need for large information technology investments. Choosing from a full menu of LAMP-managed business functions, customers can integrate all of the available applications or simply implement their desired functions a la carte.

### LAMP Application Suites

#### Financial Applications & Analytics

- General Ledger
- Accounts Receivable
- Accounts Payable
- Fixed Assets
- Cash Management

#### HR and Time and Expenses

- Human Resources
- Payroll
- Time and Expense

#### Logistics & Operations

- Purchasing
- Inventory
- Quality
- Planning, BOM/Formula/Recipe
- Production & Costing

### Talk to Us

Learn how LAMP Enterprise can help your organization.

Request a demo today by calling us at +632-491-7310 or email us at [info@impartsolutions.com](mailto:info@impartsolutions.com).