



Veratem have a long history of writing specific software solutions for the construction, contracting and service industries. With an average of 20 years experience in the IT and business consultancy industry the Veratem team can manage your projects from end to end, from best practice beginnings to successful conclusion.

Introducing Veraserve



Overview

The Ultimate fully integrated Service Management Solution.

Veraserve is the most fully featured service management module for Dynamics AX currently available. Its feature set competes with and beats many vertical market solutions and includes a customer web portal and mobile engineer system suitable for use on hand held systems. A demonstration is a must - it will blow you and your clients away!

Target market

Veraserve is a suite of modules for **Microsoft Dynamics AX** specifically designed for use by anyone in the **service management industry**.

Functional summary

The Veraserve system consists of three main modules and a series of sub modules, the main modules include:-

1. The AX integrated call logging and contract management system.
This includes the main call desk, product and equipment handling systems, including the contract modules.
2. A customer web portal for logging calls.
This allows customers, service personnel or third party call centres to log calls.
3. A mobile service engineer web system for use on hand held systems.
A facility that allows mobile engineers to perform a range of tasks including the logging and updating of calls, ordering parts, etc



Features

Call Desk	Call Handling
Global system access configuration	Workflow management
Warranty	Pay as you go
Service contracts	Advanced service types
Base equipment system	Advanced product configuration
Workshop	Service history

Technical notes

Available for use with Dynamics AX versions 3.0, 4.0 and 2009

Requires the following licences:-

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