

biznez MAINTENANCE

Ημερομηνία	Πελάτης	Πάσης	Επισκευαστής	Ενέργεια αποστολής	Αγαυόδημο	Κατάσταση	Από	Ticket
1/7/2008 6:45:58 πμ	218	ΣΠΩΤΑ	ΜΑΥΡΩΝΙΔΗΣ2542375.2542380	Επιμόρφωση συντακτών	1785 (Test)	Προς επίλυση	cccc.arpant118@ccoccs.gr cccc.arpant118@ccoccs.gr	620
26/6/2008 3:32:03 πμ	228	ΟΕΣ/ΑΛΟΝΚΗ	ΤΣΙΟΥΡΑΣ ΧΡΗΣΤΟΣ 23209723093			Προς επίλυση	cccc.thessaloniki228@ccoccs.gr cccc.thessaloniki228@ccoccs.gr	629
26/6/2008 3:42:18 πμ	229	ΑΘΗΝΑ	ΜΙΧΑΖΙΝΗΣ210 3123789			Προς επίλυση	cccc.athens229@ccoccs.gr cccc.athens229@ccoccs.gr	628
26/6/2008 2:49:24 πμ	601	ΑΛΙΜΟΣ	ΤΣΟΥΚΑΣ9849418.417			Προς επίλυση	cccc.alimos601@ccoccs.gr cccc.alimos601@ccoccs.gr	627
26/6/2008 2:22:02 πμ	181	Π.ΦΑΛΗΡΟ	ΣΙΝΔΟΥΡΗΣ 1812028110		SINGULAR NEW	Προς επηρεασμένη επίλυση	cccc.singular181@ccoccs.gr cccc.singular181@ccoccs.gr	601
26/6/2008 1:52:39 πμ	217	ΓΑΛΑΤΣΙ	ΣΤΑΜΟΕ2931003-007			Προς επίλυση	cccc.galatsi217@ccoccs.gr cccc.galatsi217@ccoccs.gr	626
26/6/2008 1:44:26 πμ	238	ΣΕΡΡΕΙ	ΤΣΟΡΛΙΑΝΝΗΣ23210-99389			Προς επίλυση	cccc.serres238@ccoccs.gr cccc.serres238@ccoccs.gr	625
26/6/2008 12:55:51 πμ	207	ΠΑΤΡΑ	ΚΑΥΡΩΒΗΣ ΕΛΕΥΘΕΡΙΟΣ (2610 310316)			Προς επίλυση	cccc.patras207@ccoccs.gr cccc.patras207@ccoccs.gr	624
26/6/2008 12:09:34 πμ	219	ΘΕΣΣΑΛΟΝΙΚΗ	ΒΟΝΙΑΔΟΥ2310 952214			Προς επίλυση	cccc.thessaloniki219@ccoccs.gr cccc.thessaloniki219@ccoccs.gr	616
26/6/2008 11:48:14 πμ	243	ΟΕΣ/ΜΕΚΗ	ΤΣΙΟΥΡΑΣ ΧΡΗΣΤΟΣ 23209723093			Προς επίλυση	cccc.piraeus243@ccoccs.gr cccc.piraeus243@ccoccs.gr	617

biznez MAINTENANCE is a Workflow Web based customer service and support software solution for Maintenance Operations and Management developed with **biznez aware BPM suite**.

It is the outcome of cumulative experience from several maintenance and support process management solutions implemented for small, medium and large service providers such as IT companies, banks, and organizations with great demands in supporting operational users.

Intrinsic to its BPM architecture, **biznez Process Designer** allows the implementation of different strategies and customize the way the system progresses issues through their life cycle.

Maintenance and support requests/tickets are submitted and managed by authorized users through:

Web access

From anywhere in the world through a standard Web browser. Users, based on role permissions, report issues straight to the system by filling standard or custom electronic forms created with the **biznez eForms Designer**.

E-mail interface

Report new issues by email that are automatically turned into trackable records of support requests/tickets.

Automatic and customizable e-mail notification ensures that all team members are tied into the issue and change tracking process. As change requests are updated, e-mail messages indicating the changes are sent automatically to the appropriate stakeholders.

Telephone

Maintenance and support requests can also be submitted by telephone.

Clients call the help-desk, where the requests/tickets operators are **biznez MAINTENANCE WEB** environment users.

They open the activity folder of the client, fill up the fields in the electronic document/form according to the description they, orally, receive and start running the troubleshooting process.

Biznez MAINTENANCE, successfully handles all necessary terms and conditions that deal with organized and effective professional services support.

Service ticket

Source: E-MAIL Ticket: 586

Customer reply email: cccc.konios114@ccoccs.gr

Γενικά στοιχεία

ΘΕΜΑ: FW: Αντ έργο λανσας 20/6/2008

Παραπομπή προβλήματος από πελάτη:

8. ΔΕΝ ΔΙΟΥΝ ΑΝΑΡΤΕΣ ΠΟΛΥΧΡΕΣ

Ημερομηνία 2 81 82 843

Συζητήσ RSS: ΔΕΦΟΡΑ ΣΥΝΗΛΛΑΓΩΝ 20/06/2008

Στοιχεία διαχείρισης

Αγαυόδημο: SINGULAR S-W Κατάσταση: Closed

Παραπομπή προέλευσης: feed ok

Επιμόρφωση έκτασης: Κατηγορία Βλάβης

Χρόνος επίλυσης

1. Υποβολή αιτήματος / δημιουργία ticket πελάτη:	23/6/2008 5:23:35 πμ	Δάρεια
2. Ημερομηνία παραπομπής και ολοκλήρωσης αιτήματος από RSS:	23/6/2008 5:40:55 πμ	00:17:20
3. Ημερομηνία απόδοσης / έναρξης επίλυσης:	23/6/2008 5:41:11 πμ	00:00:36
4. Ημερομηνία επίλυσης - κλείσιμο ticket:	24/6/2008 10:25:51 πμ	16:46:40

Συνολική διάρκεια: 17:02:16

Service ticket

Step 4 column header from 50 group by email address.

Ημερομηνία	Συζητήσ RSS	ΕΡΑ
24/6/2008 9:23:52 πμ	ΕΧΕΤΕ ΠΛΗΡΗ ΠΡΟΒΛΗΜΑ ΜΕ ΤΗΝ ΔΙΑΝΥΚΤΕΡΕΥΣΗ ΠΡΕΠΕΙ ΝΑ ΑΛΛΑΞΕΤΑΙ ΛΟΓ ΠΕΡΙΟΔΟ Κ ΜΕΤΑ ΝΑ ΑΡΧΙΣΕΤΕ ΝΑ ΠΟΥΛΑΤΕ ΤΟ ΒΡΑΔΥ (1111111111)	false
23/6/2008 4:43:53 πμ	ΕΧΕΤΕ ΠΛΗΡΗ ΠΡΟΒΛΗΜΑ ΜΕ ΤΗΝ ΔΙΑΝΥΚΤΕΡΕΥΣΗ ΠΡΕΠΕΙ ΝΑ ΑΛΛΑΞΕΤΑΙ ΛΟΓ ΠΕΡΙΟΔΟ Κ ΜΕΤΑ ΝΑ ΑΡΧΙΣΕΤΕ ΝΑ ΠΟΥΛΑΤΕ ΤΟ ΒΡΑΔΥ (1111111111)	false
23/6/2008 12:16:00 πμ	ΠΡΟΒΛΗΜΑ ΣΤΟ ΚΑΡΟΥΛΙ ΤΟΥ ΗΜΕΡΟΛΟΓΙΟΥ ΤΟΥ ΦΟΡ. ΕΚΤΥΠΩΤΗ ΤΟΥ ΠΡΑΤ. 124	false
17/6/2008 9:45:26 πμ	ΕΚΟΥΝ ΛΑΘΟΣ ΔΙΑΔΙΚΑΣΙΑ ΚΑΝΕΙ ΕΩΣ Κ ΜΙΑ ΕΒΔΟΜΑΔΑ ΤΟΥΣ ΔΟΧΘΕΑΝ ΟΔΗΓΕΙΣ	false
14/6/2008 9:29:14 πμ	ΕΙΧΕ ΑΡΘ 13/06/2008 ΠΡΟΒΛΗΜΑ ΤΑ ΑΡΧΕΙΑ ΤΟΤΕ	false
13/6/2008 9:10:00 πμ	ΒΑΝ ΕΧΕΤΕ ΑΠΟΡΡΙΞΕΙ ΕΠΙΧΟΛΩΝΙΣΤΕ ΜΑΖΙ ΜΑΖ ΣΤΗΝ RSS	false
13/6/2008 11:55:36 πμ	ΚΑΙ Η 11/06/2008 ΕΧΕΙ ΑΣΥΜΒΟΝΙΑ ΣΥΝΑΛΛΑΓΩΝ	false
6/6/2008 10:25:00 πμ	ΛΑΘΟΣ ΑΝΟΙΞΙΜΑ ΛΟΓ ΠΕΡΙΟΔΟΥ ΠΡΕΠΕΙ ΟΤΑΝ ΕΧΕΤΕ ΔΙΑΝΥΚΤΕΡΕΥΣΗ ΝΑ ΑΛΛΑΞΕΤΕ ΛΟΓ ΠΕΡΙΟΔΟ ΟΣΤΕ ΟΙ ΠΕΛΗΤΕΣ ΝΑ ΜΠΛΑΝΟΥΝ ΣΤΗΝ ΕΠΟΜΕΝΗ ΗΜΕΡΑ	false
23/6/2008 9:24:52 πμ	ΕΓΙΝΕ ΕΝΗΜΕΡΩΣΗ ΤΩΝ ΠΑΡΑΣΤΑΤΙΚΩΝ ΣΤΟ ΚΕΝΤΡΙΚΟ ΣΥΣΤΗΜΑ ΟΚ	false
23/6/2008 9:09:04 πμ	ΚΑΙ ΣΤΗΝ 30/05/2008 ΥΠΑΡΧΕΙ ΑΣΥΜΒΟΝΙΑ ΣΥΝΑΛΛΑΓΩΝ	false

By putting roles, rules and transaction jobs, we manage needs, commitments and obligations that deal with the parties, either they concern contractual terms and conditions, or ad-hoc implementation of non contractual demands that need additional process management and ratification of costs.

biznez MAINTENANCE, provides full control and process management for maintenance allocation to subcontractors, in several levels.

Problem/trouble analysis is carried out by the help desk operators who are in charge to decide whether the troubleshooting should be dispatched.

The requests are routed to subcontractors through **biznez MAINTENANCE** - in case they are users of it - or by e-mail, if not.

Time shots, instances, activities and jobs are monitored and kept into the system in order to be able to produce response time alerts.

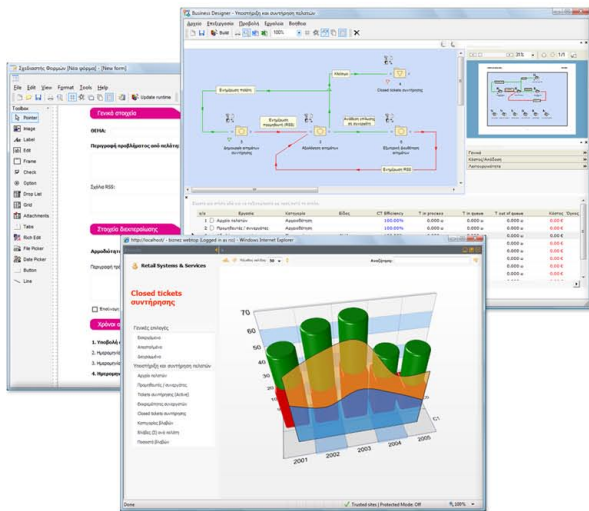
When troubleshooting is done, the system produces, automatically, e-mail notifications, informing clients about trouble and dispatch.

The authorized users can select from a table (pop-up window) parameters and information to be combined and create the relevant report. The combinations are, practically, unlimited.

Combinations of 2, 3, 4, ..., 50 and more parameters participate at creation of reports.

Most usual reports are:

- o Troubleshooting per client or per installation
- o Troubleshooting that is made by subcontractors, per client or per installation
- o Response times of service provider against clients
- o Response times of subcontractors against service provider
- o Total dispatching time (or time between instances) from the submission of the maintenance request to:
 - o problem analysis,
 - o troubleshooting by the contractor
 - o Troubleshooting by subcontractors
 - o information about trouble and troubleshooting
 - o close of maintenance ticket/request.
- o Spare parts use per item, client, installation as also warehouse notifications and stock balance control.



Reports

Reports are produced through combination of information and parameters that are set or produced in the electronic documents (forms) of the system.

biznez MAINTENANCE solution, with process designer and documents designer tools of **biznez AWARE BPM suite**, can easily be adapted to special features and needs.

It enhances full control in management and administration of incidents and requests, for internal or subcontracted services and provides electronic taxonomy.

It reduces functional and production costs, and provides well organized and documented services according to management procedures, best practices, and administration control.

biznez MAINTENANCE, is actually used by several enterprises and large number of users. It supports more than 20.000 clients dealing with maintenance services requests.