



# iService

## The More Profitable Way to Manage Your Service

*iService* from 4CS is a comprehensive service management system that proactively and collaboratively manages service center operations and cost controls.

*iService* is based on business best practices and complies with industry standards such as VMRS codes.

*iService* provides service managers with the tools to improve labor sales, control expenses and streamline paperwork, allowing them the time needed manage the service department more effectively.

*iService* is cost effective, generating rapid ROI within a few short months. 4CS has developed a robust financial model to help you maximize the return on your service investment.



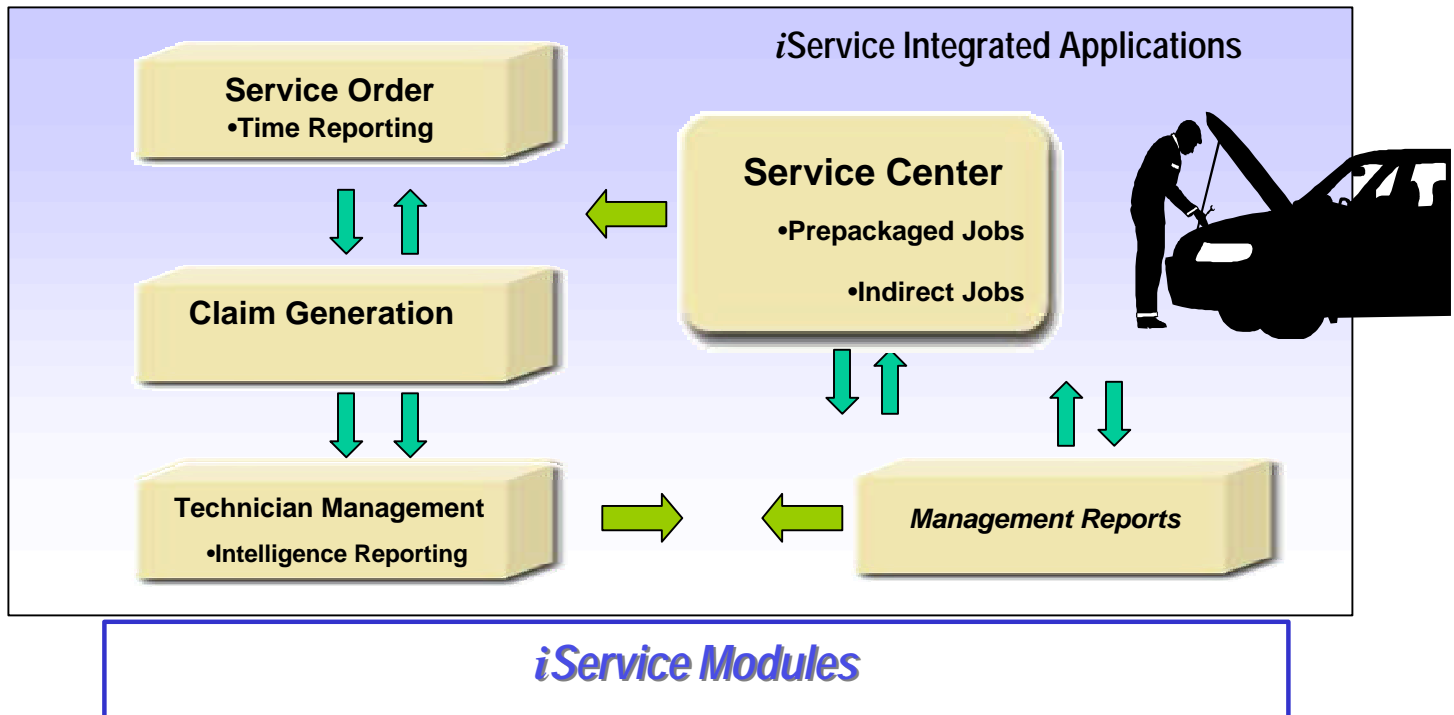
- Better insights into service center operations
- Increased speed and efficiency of the warranty claim process
- More efficient technician utilization and management and improved labor sales
- Improved service parts inventory management and control

***iService* can benefit any service center, a company operating multiple service centers, and internal job shops by:**

- Providing a customized, role-based portal to all critical service information
- Automating and streamlining processes within the service center
- Running consolidated or comparative reports across multiple service centers
- Tracking repair order status across the life cycle and generating work-in-progress reports



4CS' iService product directly connects manufacturers, suppliers, dealers, partners and customers in your service network. It optimizes the entire warranty cycle through the integration of the following applications:



➤ **Service Orders** - creates and manages service orders from the time of estimate through the receipt of payments for the work orders. This streamlines the whole process, improves labor sales, controls expenses and orchestrates various activities required to complete the service order effectively.

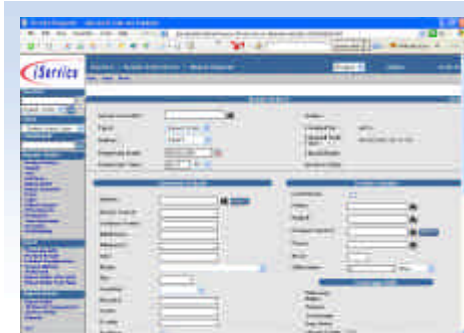
➤ **Technician Management** - enables technicians to report time against specific labor operations in the service order. The service manager can view technician workload and allocate time to maximize efficiency and profitability. The system automatically generates the payroll data.

➤ **Claim Generation** - generates all necessary data to complete warranty claims. Transmission of warranty claims and receipt of credits are accomplished electronically with the manufacturers. All the validations are done upfront before the claim is generated, thus reducing delays in the claim approval and payment processes.

➤ **Management Reports** - provides an extensive set of reports to manage sales, profitability, technician efficiency, payroll, and process metrics. These reports can be viewed online or downloaded to spreadsheet for further analysis.

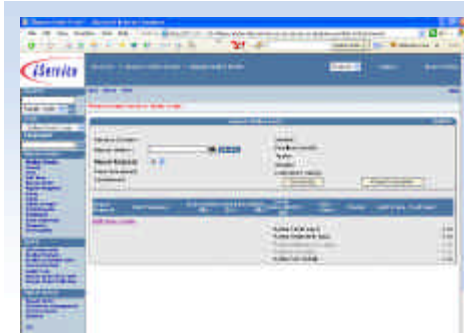
➤ **Service Center** - provides flexibility and extensibility by enabling the service manager to control various aspects of the service center using the programs within the module. The service manager can set up business rules, pricing, indirect jobs, and many other parameters without requiring any additional programming.





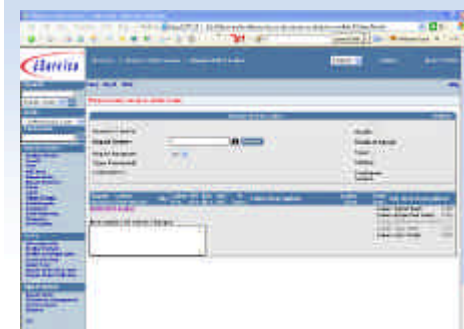
## intelligent

- Provides extensive, intelligent validations, using business rules, to improve accuracy of the repair order information
- Generates service center and technician efficiency analysis
- Uses standard jobs to reduce entry time for repair orders
- Provides customized repair order layout to meet user needs
- Is global-ready, offering support for multiple languages, currencies, and localization



## integrated

- Integrates with warranty campaign system, parts catalogs, accounting system, barcode scanning, and back-end parts ordering system. Users can check parts availability and place orders directly from repair orders
- Embodies consolidated data and a consistent interface
- Uses open technologies like Java and XML to support multiple platforms
- Integrates with EAI, ERP, CRM, SCM, and Call Centers
- Links all repair order applications together for seamless data flow



## informative

- Displays credit information for the customer, open product campaigns and related product information
- Provides labor sales analysis by technician, in detailed or summary format
- Allows user to create customized reports with report designer.
- Provides "Go To" links interfacing with multiple applications for convenient lookups
- Uses standard relational databases to provide access to the data using SQL



## intuitive

- Provides consistent navigation
- Works with browser, internet access, and standard web server
- Uses regular printers to print repair orders
- Simplifies complex tasks such as rules administration and bulk processing
- Provides shared user interface metaphors and elements across all the applications
- Provides user interface designed to allow quick access to the most-used features





### Open and Scalable

Developed using an open, scalable architecture, iService is supported on all leading platforms.

Client:

Supported on the following Browsers:  
Internet Explorer 5 and above  
Netscape Communicator 4.7, 6.2

Server:

Any J2EE - compliant application Server/Web server combination  
Any operating system that supports JDK 1.2 and above  
Any JDBC 2.0 compliant database

### iService Advantages

- iService* leverages web technologies to provide access to the system from anywhere. *Service operations won't be left behind as your other business operations are enhanced by web technologies.*
- iService* enables you to drive efficiency, profitability, and customer service. *You won't be constrained by the obsolete, closed and unfriendly repair order systems of unresponsive companies.*
- iService* ensures that claim data is captured during the repair order process to speed up the claim process and uses business rules to ensure the data is accurate. *No more unreliable metrics.*
- iService* contracts can be used to increase customer loyalty and profits by enabling you to sell flexible and configurable extended warranty and preventive maintenance contracts.
- iService* allows faster and more accurate repair job costing, using estimates, quotes, and pricing guides with parts lists.
- iService* generates all necessary data to complete warranty claims and allows electronic transmission of claims and credit receipts.

### iService Software

Deployment - Technology & Business Architecture  
System Integration, Project Management

### iService OPS

Product Maintenance, Upgrades, Helpdesk  
Educate Users, Knowledge Transfer  
Total Solution Support: Customer-Specific Operations

### Value-Based Pricing Model

Call today and see for yourself what everyone's talking about.

**800-709-8773**  
**www.4CS.com**  
**Email:**  
**Sales@4cs.com**



4C Solutions is a leading provider of Customer LifeCycle Management (CLM) solutions for the automotive industry. CLM enables companies to offer collaborative and proactive service solutions that support the customer after the sale for increased customer satisfaction and significant opportunities to grow the service side of the business.

