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**An Efficient Software  
to Manager After-Sales  
service management.**

### **'e nirantar' : An Efficient Software to Manage your Customer Support System**

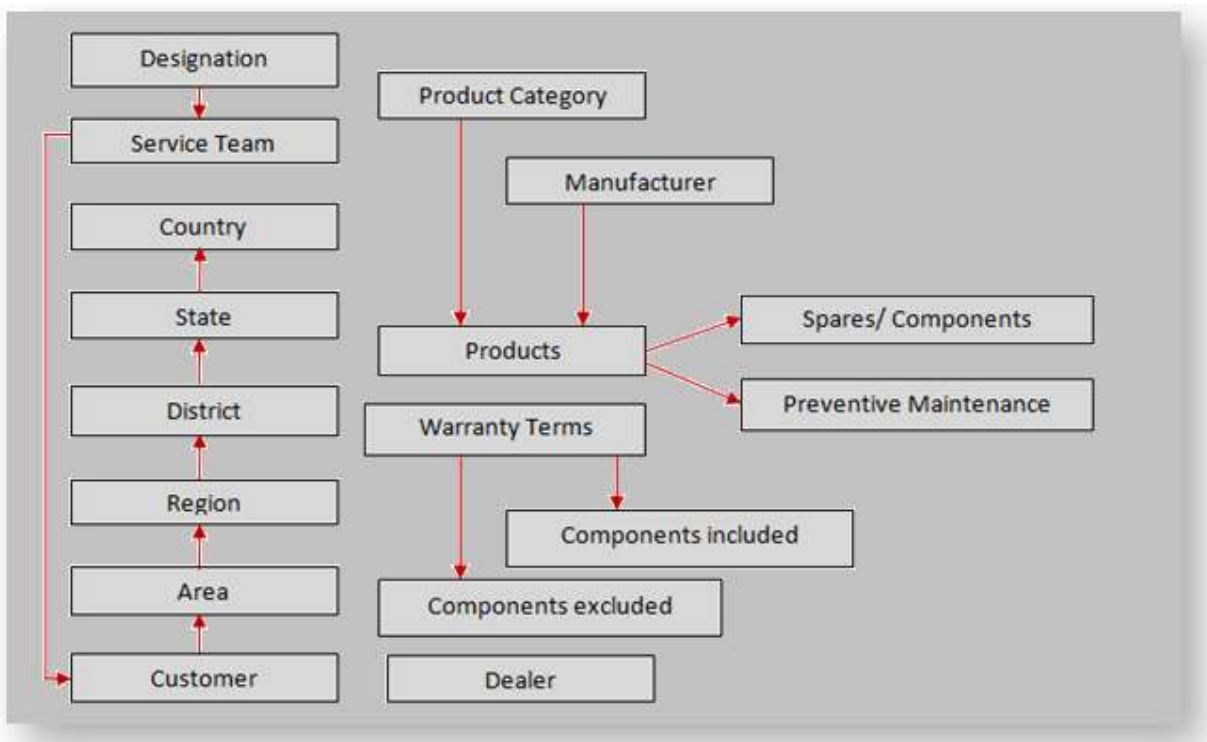
The software is designed taking into account the vastness of the product service industry and the amount of effort and time taken in maintaining the track of complaints, annual maintenance expiry monitoring and the exertion taken by the companies in retaining the clientele by imparting state of art service.

The software is developed by Impact Integrated Infosystems (P) Limited, based in city of Cochin with a market presence of nineteen years. Since inception the company has ventured into software development for various industries and do have an respectable clientele.

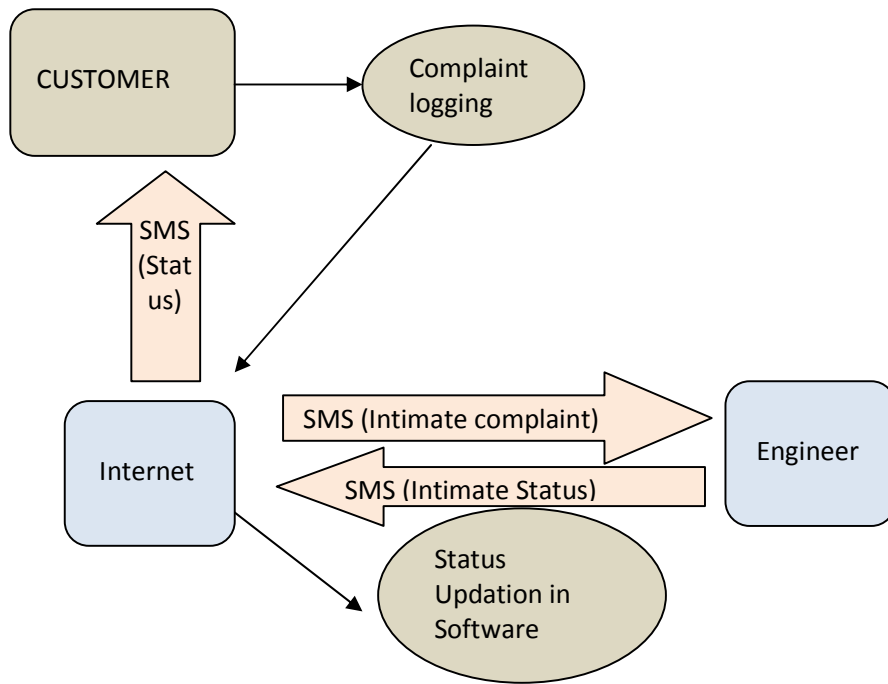
#### **FEATURES :**

- Service Monitoring software that observes and tracks
- The operations and activities of users
- Expiry of Annual Maintenance Contract
- Complaint tracking systems.
- Provides reporting services to the system
- Complaint Tracking
- Reminders for Preventive Maintenance
- Decrease Service Response Time
- Increase Service Efficiency
- Weed Abnormal Time Delays
- Dashboard to monitor service status
- Understand status of every service requests
- SMS Integration to Enhance Efficiency of Service
- Complaint Tracking
- Login screen – for customers

- Mobile phone integration
- SMS Integration
- Automated Emails
- Various MIS reports
- Delayed Services
- Status of calls
- Reminders for AMC renewals
- Escalated Calls
- Calls under different status conditions
- Automated SMS to managers/service engineers
- Product wise complaints
- Product wise repeat complaints
- Engineer wise repeat complaints
- Customer wise repeat complaints
- New Installations
- Re-Installations.
- Reminder-Preventive Maintenance
- AMC profitability analysis and many more ..
- Customisable



**SMS INTEGRATION (Bi-directional integration)**



Software Developed and Supported by:



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