

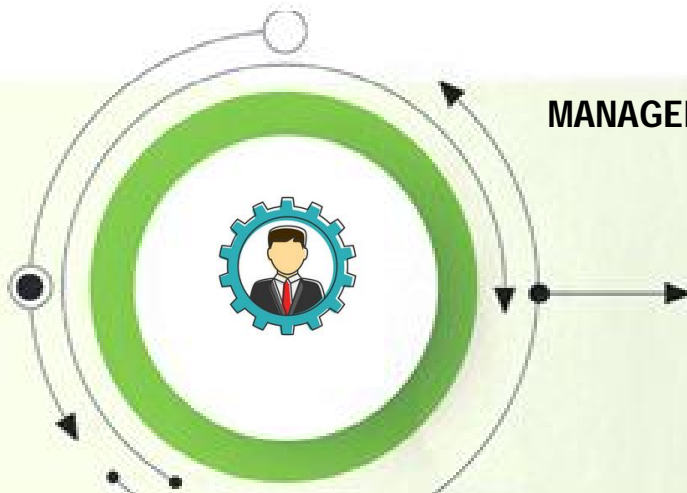


# **ANNUAL MAINTENANCE CONTRACT SOFTWARE**

*Accelerate your AMC Business  
smart way of handling, keep tracking and  
recording service calls*



*EITS AMC Software (Annual Maintenance Contract Software) is Intranet or Web based software to manage and monitor the complete activities of Annual Maintenance Contract and scheduled Service calls.*



### MANAGER/ADMIN

- Master Entries
- AMC Registration
- Create and Manage Users
- Alerts on scheduled Maintenance
- Contract and Payment Details
- Customer Complaints Dash Board
- Track AMC revenue and expenses
- AMC MIS Reports



### SERVICE ENGINEER/TECHNICIAN

- Manage Multiple Customer Accounts
- Scheduled / preventive Maintenance Alerts
- Update call basis service information
- Customer payment tracking
- Instant alerts on customers complaints
- Service History
- Instant update inventory and value added services
- Schedule/Payments/Service related reports



### OPERATOR/COORDINATOR

- Manage and Monitor customer complaints
- Coordination between Service staff and Customers
- Scheduling and tracking contract/payment alerts
- Manage Open/Closed/Progress Service Calls
- Email/SMS reminders to AMC customers
- Manage and Monitor AMC history
- Operating and Managing Non AMC Service Calls
- MIS reports