



SERVICE AND WORKSHOPS

Transform your service centre from a cost centre to a business driver!
Exceed customer expectations, improve productivity, increase asset utilisation and control costs.
Manage, schedule and process service jobs, tracking both unplanned and routine maintenance repair jobs.



End-to-End Control

Embrace an innovative service and workshop management solution that puts you in control of your operations today and prepares you for tomorrow. Complete end-to-end, real-time visibility with full drill down into detailed transactions, right at your fingertips, puts you on the road to service excellence.



Operational Efficiency

Streamline and accelerate processes across your service, repair and workshop centres, to maximise throughput and profitability. Eliminating unnecessary manual processes improves operational efficiency and allows valuable service resources to focus on areas that drive the most business value.



Competitive Edge

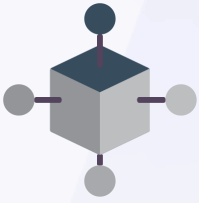
Gain a true competitive advantage by providing world-class customer service. Manage all service centres effectively, from tracking calls and monitoring service orders to sourcing and allocating resources and performing follow-up services.

Provide sales representatives, field engineers, supervisors and executives with real-time access to maintenance, repair and warranty information - whether they are on the road or in the office.

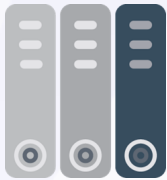
Embrace the future today! Take advantage of an innovative, fast, flexible, scalable, simple and easy-to-use business solution that supports your current needs and will promote your competitive edge far into the future.



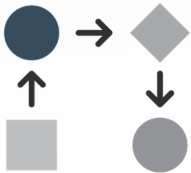
Business Benefits



Change as a challenge is not new and faced with rapidly changing technology, product proliferation, ever-shortening product lifecycles and constantly changing customer demands, customer service is becoming a key differentiator. Built on advanced technology and unparalleled experience, the innovative and agile Embrace Service and Workshop Management solution enables you to adapt, grow and master every stage of service delivery.



Embrace has all the needs of your business operations covered – managing the complete service and repair cycle from call handling, contract management, creating service and repair orders, defining service job requirements, receiving and tracking damaged products, reporting progress proactively on the repair and accurately invoicing the customer. The solution also helps you manage installed base assets, parts, projects and documentation – in a single integrated system.



Embrace supports multiple tracking methods, with real-time monitoring of service history per customer or service item, job status, job activity and job labour. Job enquiries can be based on status and dates for service centre, location, customer, service item, employee, make or model. Detailed service history enquiries with drill down into job details provides management with all the information they need to efficiently manage and track all jobs - at the click of a button.



Leverage the internet and mobile technologies for effective communication that helps receiving and transmitting real-time updates between field service engineers and supervisors. Intuitive and easy-to-use, with anywhere, anytime access to all pertinent data, in real-time, ensures exceptional service to every customer, boosts productivity and as service engineers complete more service orders, increases revenue.



Full visibility and support of core functions across the business, including financials, supply chain, procurement, manufacturing, rental and fleet management ensure your entire operation is managed in a single, fully integrated enterprise-wide system. Make business decisions based on accurate, up-to-the-minute information about job completion, changes, and disruptions. The solution is modular enabling you to add functionality as and when required.

Our Approach

Selecting an ERP solution that best fits your unique business requirements includes evaluating the service requirements that go hand in hand with deploying an optimised solution. ACS-Embrace ticks all the boxes, going beyond solutions, offering a variety of services to assist you as and when necessary. Dedicated, experienced and expert teams assist with every phase of the project, from the ERP investigation and purchasing cycle, through implementation, training and go-live to ongoing system support.

We believe that Service is the most powerful differentiating factor for businesses today and have aligned our team strategy to meet the demands and challenges in an ever-changing IT and ERP environment, ensuring that we deliver on our promise of Service Beyond Excellence!

"Embrace has changed our lives! The entire service process is now fully automated. This has helped to eliminate errors, reduce paperwork and save us many hours every day, which has led to a huge cost savings."

Mariënta Pfänder - Operations Manager
AAD Group

Manage all service environments, maximise throughput and boost profitability.

Effectively plan, schedule and manage resources to improve service process and customer satisfaction.

Embrace ensures accurate job costing and project management across multiple service centres and with the ability to handle progress invoicing, allows large projects to be managed over their entire duration - from a single system.

Leverage next generation technology to transform your service and workshop operations.

Engage your customers with efficient service scheduling, routing, real-time updates and better first-time-fix, mean time to repair and remote fix rates. Provide your field engineers with the resources they need to get the job done, including real-time schedule updates, service guidance, customer information and billing.

Extend the life of your equipment and maximise uptime. Tap into the Internet of Things (IoT) to deepen insight into your assets.

Move from reactive to predictive maintenance by analysing large volumes of operational and business data. Improve asset performance and shrink maintenance, service and warranty costs.

Enable simpler business interaction, faster operational processing and smarter decision making. Deploy the solution on-premise or in the cloud to suit your business and strategic direction.



Embrace Service and Workshop Management provides service organisations with complete end-to-end service management, eliminating expenditure with multiple vendors. Delivering unrivalled efficiency and automation the fully integrated solution addresses all aspects of the service chain, from back end to front end.

Catering for both external and internal workshop environments, whether on site at a customer, as a field service operation, or in a workshop environment, Embrace will transform your service centre from a cost centre to a business driver.

Management of costs is centralised and simplified, with all costs, including labour, parts, buyouts, outwork by third parties, warranties and other ancillary charges, controlled.

The Embrace Service and Workshop Solution is robust, fully integrated and enables the tracking of parts availability, outwork status, placement of purchase orders and labour used on any job or project. Rework is monitored to measure efficiency, while specialised processes and controls manage warranty repairs, damaged items, loan units, backups and swap outs, with the flexibility of splitting the charges to more than one party.

The integrated Planning Board is a visual tool that assists in managing planned maintenance schedules of equipment, as well as unplanned maintenance jobs or breakdowns. Use the status colour indicator to help optimise the load on workshop resources and maximise manpower utilisation.

Leverage the internet and mobile technologies for effective communication that helps receiving and transmitting real-time updates between service supervisors and field engineers - delivering real-time service excellence and lasting customer loyalty.

Deal Management

Enhance the way you sell and service vehicles, equipment and electronics with full visibility into all the detail relating to the deal, including the deal item, customer and finance house. Easily create quotations, proposals and proforma invoices, while managing and maintaining all sales activity.

Manage the Cycle

Manage maintenance contracts, create service and repair orders, define service job requirements, receive and track damaged products, track outwork and warranties, proactively report progress on the customer's repair and ensure accurate invoicing.

Maintenance Contracts

Increase efficiency and profitability through flexible contract management. Quote, create tailored contracts, define coverage, invoice timeously and accurately. Allocate and invoice all customer costs. Save time and money by making efficient use of assets as well as employee's time.

Service Jobs

Automate operations and streamline maintenance and service processes. Efficiently tackle service level agreements (SLAs), meet compliance standards and optimise longer complex jobs. Track information on service levels, response times, service histories and log books.

“Embrace enhances the way we sell and service vehicles and helps us to ensure our philosophy of Total Customer Satisfaction!”

Ian Wallis - Group IT Manager
MAN Automotive SA



Warranty Management

Automate and optimise end-to-end OEM warranty and claim processes. Create, administer, process and track warranties, claims and assets through their entire lifecycles. Enable field engineers to track asset history by serial number, customer and date, and replace in-warranty parts.

Projects

Drive on-time delivery with profitable projects. Track costs against your projects, assign, view and monitor activities, while setting budgets against each cost header. Ensure a significantly improved project completion record, more satisfied customers and reduced non-billable work.

Take your service and workshop operations to the next level!

Optimise performance, maximise revenue, exceed customer expectations and embrace growth opportunities.

Service Planning Board

Schedule future work efficiently and effectively. The service planning board shows both planned and unplanned maintenance, resources and bays available, with a status colour indicator. A daily register records all items and job types due for service on a given date with updates to the planning board reflecting the available capacity.

Customer Performance

Analyse equipment, fleet, service engineers and company performance. Drill down deeper to see response times, service, damage and downtime percentages. Determine where you are making the most profit by analysing the profitability of customers, locations and assets to gain valuable actionable insights.

Flexible Invoicing

Flexible invoicing options enable you to specify whether labour, material, or other charges are billable. Invoices can be raised in foreign currency for foreign customers. Progress invoicing manages percentage completed invoicing for large scale service jobs that span multiple periods.

Parts Management

A streamlined parts allocation process enables parts to be easily requested, backordered, committed, picked and allocated. Integration into Inventory gives visibility into parts availability, costs and profitability.

Incident Escalation

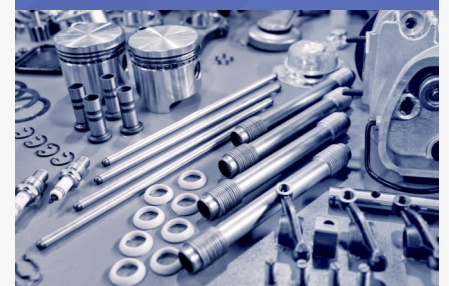
Ensure that nothing falls between the cracks and SLAs are met. Escalations can be triggered by due date, follow-up or other warning points. Save time and ensure best practices are followed by automating your business processes.

Work In Progress (WIP)

Minimise job costs by efficiently utilising all production resources. Accurately control costs of work orders currently in progress by tracking the material, labour and outwork. Efficiently control inventory movement to and from each job.

Why Embrace Service

- Allocate parts, post labour, manage outwork and all other charges
- Track detailed service histories
- Trace and track swap, backup, loan and damaged units
- Manage workload and service activity through tracking mechanisms and enquiry drill downs to detailed transactions
- Track warranties





Optimise resource utilisation to reduce costs, increase service levels and improve bottom line results.

Improve SLA handling and obtain leaner operations with Embrace planning and scheduling optimisation. Assign the right service engineer to the right job, based on location, equipment, skills and parts availability.

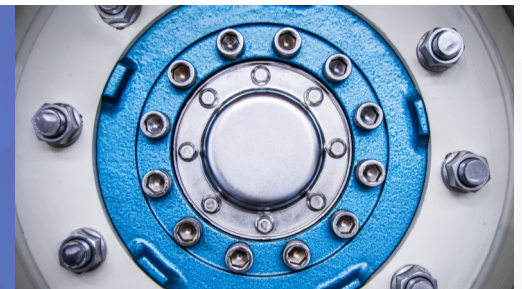
Embrace mobile provides your field service engineers with anywhere, anytime access to critical information, in real-time. Access to customer and equipment details, including service history, past invoices and current contracts helps them make decisions on repair options which lead to quicker resolution rates. Information about purchase requisitions, parts used, hours spent, expenses and costs can be captured, at any time.

Win customer loyalty and trust by enabling field service engineers to create on-demand estimates for service versus repair scenarios, up-sell parts and services during scheduled maintenance trips and win additional customer business on break/fix calls. The ability to capture data and access information wherever you are, can dramatically enhance the efficiency of your operations.

“Embrace keeps a complete service history for the lifetime of every vehicle sold and all authorised MAN workshops have a clear view of this information.

Embrace has also streamlined the process of maintenance contract management. We are able to easily manage and measure the profitability of each contract.”

Ian Wallis - Group IT Manager
MAN Automotive SA



Service and Workshop Benefits

- ◆ Capture data and access information wherever you are
- ◆ Monitor precisely how your business is performing and follow up on your strategies
- ◆ Provide exceptional service profitably

Gain valuable insights into key business metrics. Determine how much capital is tied up in spare parts that aren't being used, whether parts are being needlessly transferred between service centres and the amount of fuel being wasted on unnecessary truck dispatches.

Complete enterprise-wide visibility, enquiries, drill down to transaction detail and comprehensive reports enable you to track a wide range of key performance indicators (KPIs), to help you run your service operations more efficiently and profitably.



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