

# Microsoft Dynamics NAV Service Management



Helping you establish long-term relationships with your customers one customer at a time.

## Industry challenges solved with CBSi and Microsoft Dynamics NAV:

Microsoft Dynamics NAV Service Management makes it profitable for you to deliver superior customer service because you always have accurate, up-to-date information that enables you to control costs, organize service resources for maximum efficiency, and provide better service. NAV Service Management is a management solution that offers complete insight and organizations helping you manage a broad range of service related areas according to your particular needs.

## Features & Functionalities:

- Complete history of every item serviced
- Customer Contracts
- Customer's Equipment Ledger
- Customer's Equipment Covered
- Daily Service Schedule Reports
- Enter new Service Orders
- Automatically generate recurring Service Orders
- Generate Recurring Billing
- Technician Availability, Certifications, and Service Zones
- Job Scheduling
- Planning & Dispatching
- Service Contract Management
- Service Item Management
- Service Order Management
- Service Price Management
- New custom fields and processes specific to your business to automate any service task using Microsoft Dynamics NAV's rapid development environment and CBSi's experienced programming team.