

Industry leading service optimisation software solutions



ClickSoftware offers a full range of software solutions, as well as a host of implementation, educational, and support services—all aimed at helping service organisations complete more calls per day, week, month, and year. Job completion is the lifeblood of any service organisation, and ClickSoftware's technology and expertise are at the heart of the most successful service operations around the world.

ClickSoftware's customers represent a cross-section of leaders in the utilities, telecommunications, computer and office equipment, home services, and capital equipment industries. Well over 100 customers around the world have employed ClickSoftware service optimization solutions and services to achieve optimal levels of field service.

ClickIMRS – Key features and benefits



Manage the lifecycle of the service call from creation through dynamic scheduling, mobile communication and real-time reporting

- This packaged solution is tailored specifically to meet the needs of mid-sized companies
- Enables an organization to provide improved service to its customers without increasing costs
- Support for managed growth of the business through visibility and control
- Reduced operational costs relative to the service operation
- Reduced risk – the solution can be deployed rapidly, and at a low fixed cost for qualified customers
- “One-stop” shop – scheduling, reports, order management and mobility from a single vendor
- Solution can operate in stand-alone mode but is also designed to integrate into existing back-end systems
- Return on investment within the first year of using the solution
- Take advantage of best practices based on years of experience and expertise

Key markets: **Field Service – Manufacturing – Police – Utilities**

ClickSoftware
Making Service Click

For further information, call Kathia Gourmen today on:

01628 607000

or email kathia.gourmen@clicksoftware.com

Synergix
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