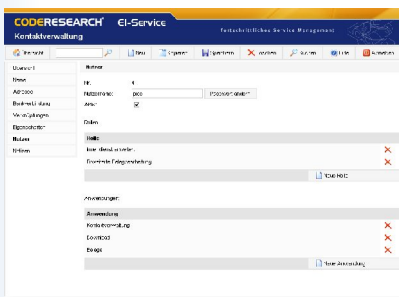
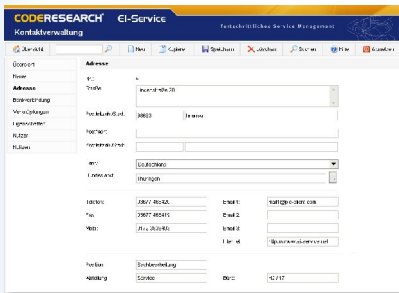


### What is ei-Service?

ei-Service is a service management system which supports presentation and order handling of your spare parts. In addition you can manage the customer service process clearly and simply over the Intranet and Internet.



### What are the advantages of ei-Service?

ei-Service helps you to optimise your business processes for the spare part and customer service. ei-Service increases the satisfaction of your customers and business partners, saves costs and improves your long-term competitive position.

#### ei-Service increases your customer loyalty because it

- gives your customers fast access to product and spare part information everywhere and at anytime,
- has an intuitive spare part selection supported by exploded drawings that enable your customers and business partners to order spare parts without any previous training,
- simplifies the order for your customers and business partners by inserting articles in a virtual shopping basket,
- allows your customers and business partners online querying for the current status,
- supports efficient electronic storage of information, allowing reporting and ease of access to customer data.

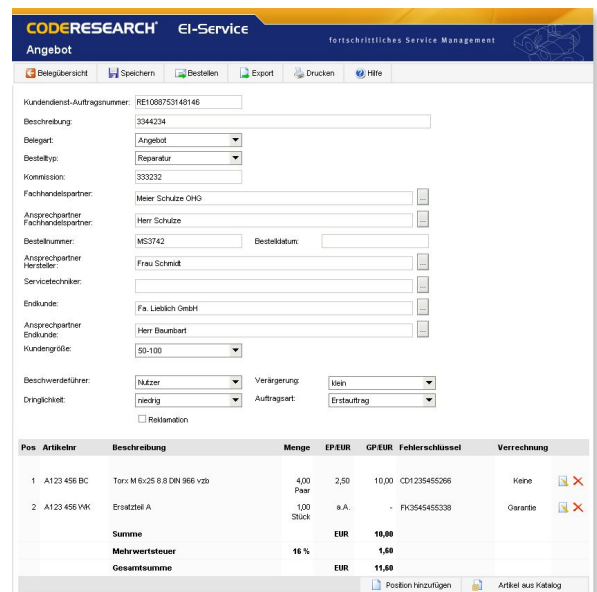
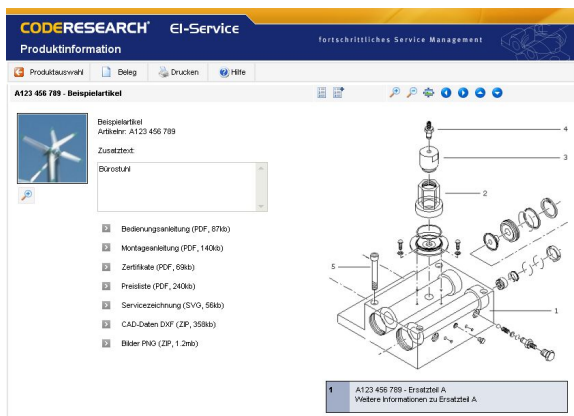
#### ei-Service saves costs because

- the handling of orders is easier and faster through electronic processing,
- invalid orders from your customers can be avoided,
- all information about a service case for all involved parties is available online,
- less telephonic questions are necessary on the part of your customers and business partners,
- the possibility of a simple and fast update of your product and spare part information without any additional costs,
- it adapts to your corporate design and therefore is a part of your advertising on the Internet.

### What are the features of ei-Service?

#### Extensive master data management

- address and user data
- product information, including all texts, pictures and instructions
- spare part information, including all texts, exploded drawings, pictures and instructions
- spare part lists including part list dependent position texts and note texts



### Efficient process handling

- recording of enquiries including service reason, dates and contact data of all parties involved
- composition of needed spare part articles and services
- preparation of the service report
- sending the records (orders, service reports)
- processing of the service case in the company office
- invoicing of the service order
- archiving and provision of external documents to a service case, e.g. faxes or letters
- enquiry of the process status by all parties involved

### Does ei-Service match your infrastructure?

ei-Service has offline and online interfaces through which a straightforward integration into existing ERP and merchandise management systems, shop solutions and databases is possible. The creation of new master data in ei-Service isn't necessary because of the interfaces. Existing documents and drawings can be integrated simply into ei-Service. With Java programming, ei-Service is compatible with a variety of operating systems such as Windows, Linux,

Solaris, HP-UX and AIX. The minimum user requirement is a Web browser to use ei-Service.

### What further advantages does ei-Service have?

#### ei-Service offers you

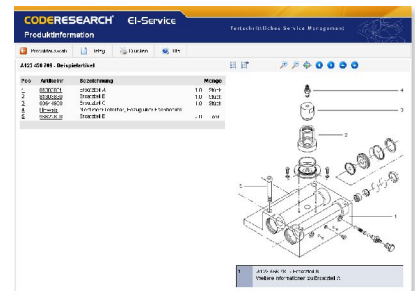
- the support of business specific logics and processes in the service sector,
- the possibility of easier communication in service processes through resubmissions, automatic record assignment and status queries for all involved parties,
- a central entry point for the specialised trade for spare part ordering and customer service processing,
- the administration of office duty processes for customer service and spare part ordering.

#### ei-Service allows you

- the use of up-to-date prices and article data by the integration in ERP and merchandise management systems,
- the international use of the system through multilingualism, several currencies, tax calculation and price-list functionalities,
- an efficient quality management in service processes through data-

base reporting and the evaluation of service reports,

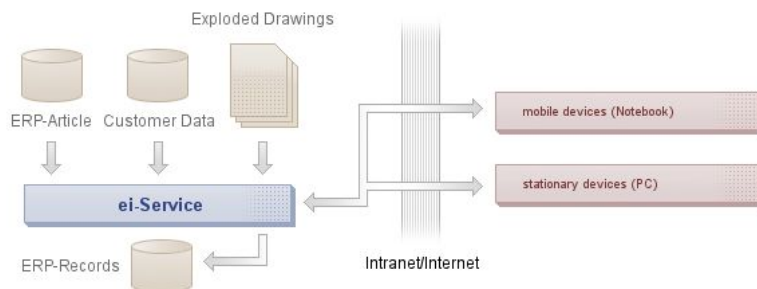
- the configuration and extension of customer specific modules through the modular system structure,
- simplified integration with the possibility of a progressive introduction.



#### ei-Service ease the

- application use with a self explanatory graphical user interface,
- deployment of software and data on the Intranet and Internet,
- update of data because it is a central system,
- protection of data privacy and the access control through the assignment of role based rights.

If you like more information about ei-Service, please contact us at the address below:



### About CODERESEARCH

The CODERESEARCH GmbH & Co. KG based in Ilmenau, Germany is an independent software vendor of innovative information systems for internal and external enterprise processes as well as merchandise management solutions for medium-sized enterprises. The developed enterprise information product family reach from the service information and management system of ei-Service to the internationally usable merchandise management software ei-Sales. CODERESEARCH offers an extensive spectrum of software and consulting services. These cover service and maintenance offers around the products, training and consultation services as well as the realisation of customer projects.

## CODERESEARCH®

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