



ServiceOne

The Complete Solution for the Service Industry and Providers



Your Business with ServiceOne

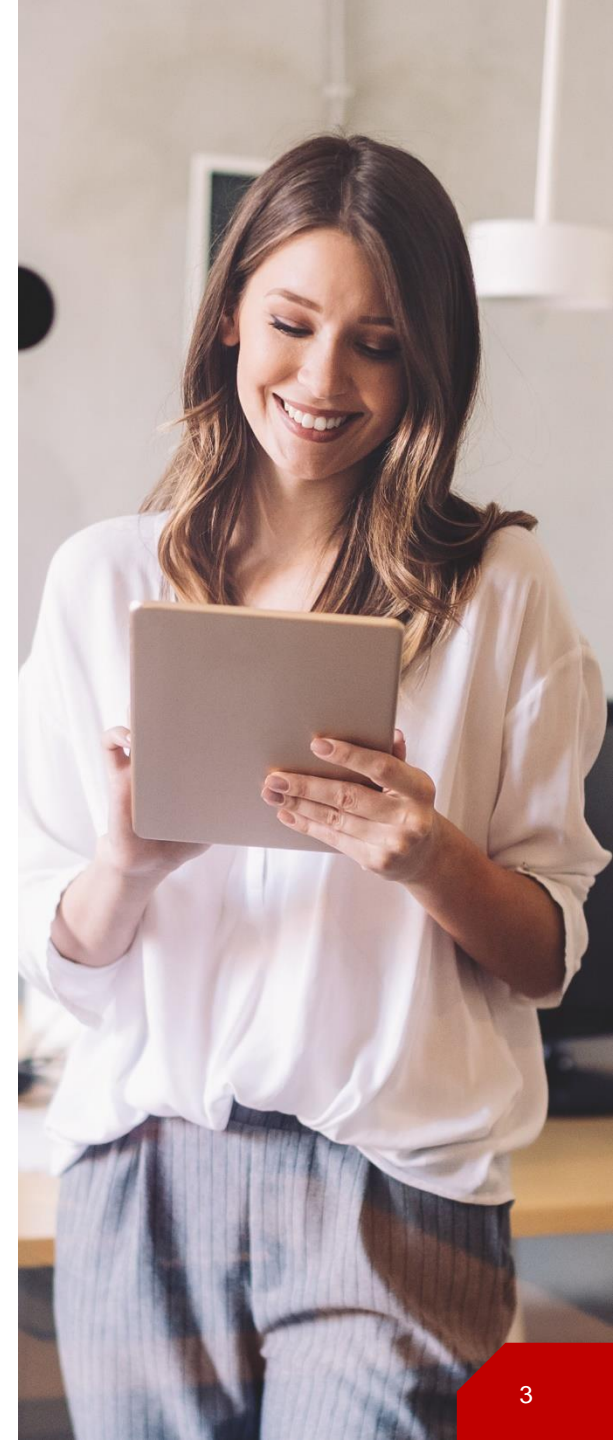
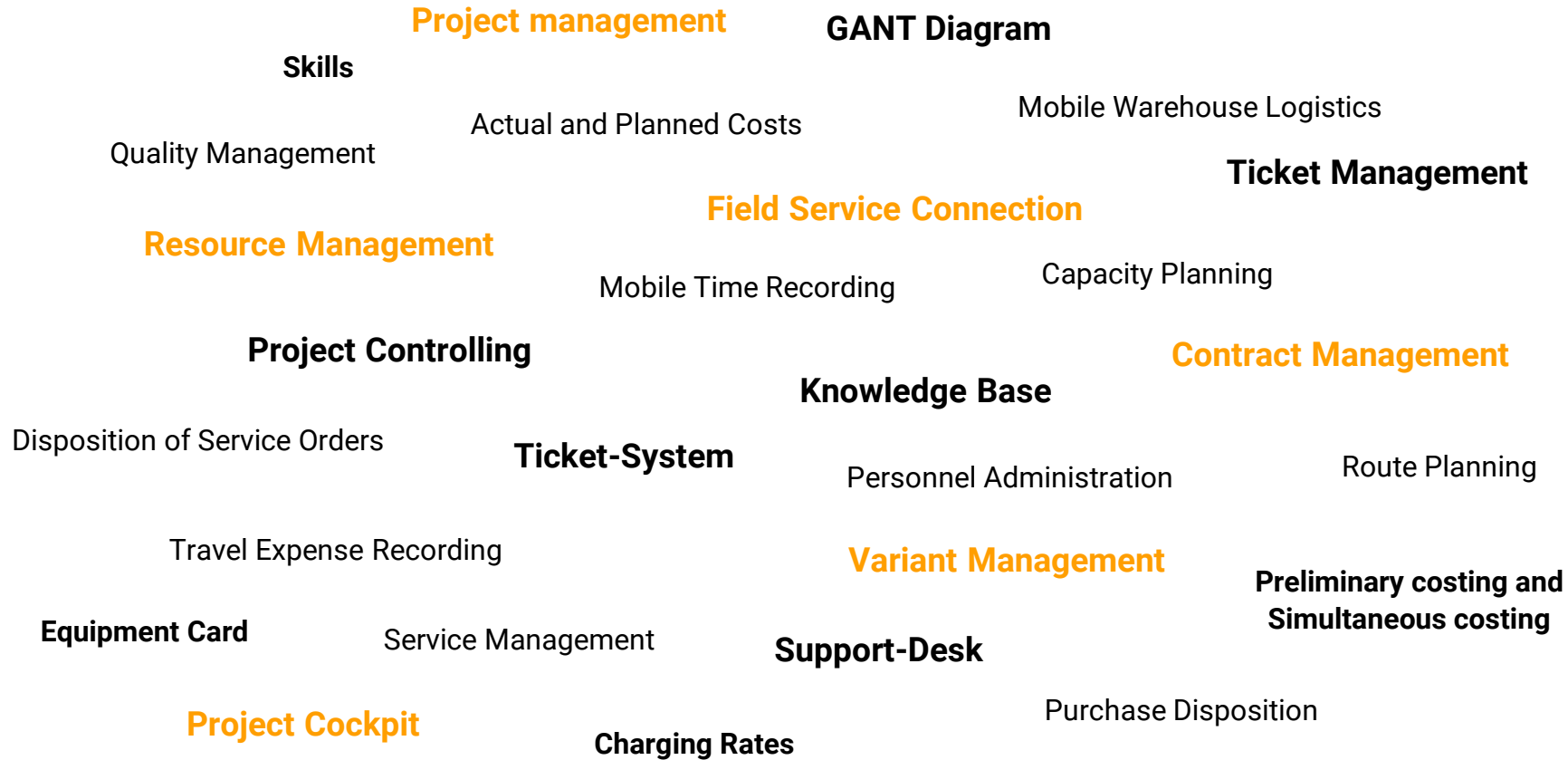
Competent employees and efficient project management form the basis for your business success in the service industry.

Tight deadlines, complex requirements, constant personnel bottlenecks - flexibility in the project business is not a freestyle, but a duty. Seamless interaction between all those involved, and the reduction of time-consuming manual activities are essential.

ServiceOne offers fully integrated functions for all processes of service companies - through automated processes.



The Highlights of the Industry Solution



Your Business Performance in Real-time

Transparency in your value chain and processes is a must for service companies. It is essentially important to keep track of all information and communication channels in order to make the right decisions. Detailed and comprehensive reporting ensures constant transparency. You can evaluate all areas at the push of a button and get a comprehensive overview of current project data, schedules, open items and budgets.

- Central project management down to the detail level and graphical planning board
- GANT-diagram
- Transparent project cockpit with access to all information, budget, plan/actual, documents, activities such as purchasing, production, customer interaction and service
- Quality management and Quality assurance



Customer-oriented Service Offer

Seamless interaction between all parties involved is a must in the project business, as is the reduction of time-consuming manual activities. Central administration and integrated processes improve productivity and reduce error risks as well as time and costs. ServiceOne supports you, for example, in-service processing, administration of service contracts, planning of activities, documentation of customer interactions, and direct customer support. Your teams can view real-time reports, check inventory, manage sales, service tickets and operational activities, receive alerts, and grant approvals while on the road.

- Service processing
- Service management
- Contract management
- Activity management
- Document management
- Ticket management
- Support desk
- Disposition of service orders



Revolutionize your Sales and Customer Management

Control the entire sales process and customer relationship cycle more efficiently. With ServiceOne, you can get an integrated view of your prospects and customers, understand their needs better, and meet them more accurately. With ServiceOne, you can track business opportunities and customer activity from initial contact to contract signing and support. Track all opportunities and lead activities and manage all key customer data in one central location. Develop, manage and analyze marketing activities to attract prospects and increase revenue and profitability.

- Integrated CRM-System
- Campaign management
- Opportunity and Lead management
- Sales control
- Activity management



Your Employees as a Core Resource

With a single application, you can effectively manage your workforce and identify exactly the talent your organization needs to grow. Seamless performance tracking is available to your employees on the road. For example, ServiceOne makes it easy to capture travel expenses and activity reports. This gives you significantly more freedom.

- Personal deployment planning
- Capacity planning
- Skill management
- Knowledge base
- Field service connection
- Mobile time recording
- Travel expense recording
- Route planning



Streamlined Processes in Financial Management

Improve margins, reduce errors, and drive profitable decisions with a host of features to streamline financial operations. ServiceOne offers intelligent financial management capabilities and simplifies all your company's financial transactions with a complete accounting and payment solution. Automate all major accounting processes and easily bill for services rendered. With ServiceOne you can control your cash flow, monitor your fixed assets, control budgets, and track project costs accurately and efficiently.

- Sales planning and forecasts
- Flexible Price and condition systems
- Fully automated billing management
- Framework agreements
- Standardized reports
- Payment and dunning management
- Contract billing and service-oriented invoicing



Mobile Access to Data from ERP and CRM

With ServiceOne, employees in the field can access the ERP application and CRM data directly from their mobile devices via the app. Accurate, real-time information and functions enable fast processing of service tickets. For example, they can create and display sales orders for service tickets or view customer addresses on maps. Your employees can also easily scan barcodes or QR codes to identify items and update information. Whether you're on the road or at a customer site, ServiceOne enables you to effectively manage support tickets.

- Overview of open and closed service tickets
- Filter function according to assigned service tickets
- Processing of service orders directly via the apps
- Access to current customer information (contact persons, Service contracts, history)
- Creation of a ticket summary for signing



Connect your Entire Company

A fully flexible solution tailored to your needs is particularly important for your smooth business operations. This is because companies in the service sector often require specific interfaces that are tailored to the processes. By integrating Microsoft Outlook and the ERP system, for example, all important information is centrally collected in the ERP system and enables interdepartmental cooperation.

- Synchronisation with Microsoft Outlook
- DATEV Connection
- Mailchimp Connection
- Ticket portal connection, e.g. Zendesk, Visoma, TANNS



One Solution for All Business Areas



All Core Processes in One System



Master Data

- Customer management
- Stock maintenance
- Framework agreements
- Address management



Service

- Ticket system
- Returns management
- Service management
- Knowledge base
- Service contracts
- Customer equipment
- Service monitor



Purchase and Sales

- Purchasing
- Article management
- Sales opportunities
- Activity management
- Campaign management
- Shop connection



Goods and Warehouse

- Warehouse location management
- Barcode-usage
- Billing
- Picking and packing
- Shipping processing



Production

- Resource management
- Material requirements planning
- Capacity planning
- Bill of material management
- Production cost calculation



Finance and Controlling

- Financial accounting
- Bank liquidation
- Evaluations
- Controlling
- Document archiving
- DATEV

Flexible and Scalable – just as you need it



Cloud

Use your industry solution from the cloud for monthly license fees. As your business grows, the solution simply grows with you.



Mobile

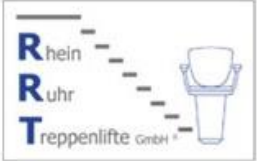
Control your business on the move and support your colleagues. Mobile apps let you stay in control anywhere, anytime on any device.



On-Premise

Would you prefer to implement ServiceOne directly at your site? We offer different variants to suit your requirements.

What our Clients say about us



We have been working with COMP.net since 2018 and can only report good news. We, the company RR Treppenlifte GmbH from Cologne, distribute lift systems of all kinds. Since we serve a large spectrum, it was naturally a very wide range of tasks for our contact person regarding adjustments in SAP Business One. Therefore we were curious how we would be supported there; especially since we were "in other hands" before. The professionalism, availability, and often very uncomplicated and fast support is always a pleasure for us and therefore we have a great partner here, who is always at our side in everyday life, because, as it turned out, there are always modifications and adjustments - a living project! We feel in good hands.

— Martin Gelhausen, Geschäftsführer



Successful Control, Successful Growth

With over 25 years of experience, COMP.net GmbH advises small and medium-sized companies and communities on IT and SAP Business One solutions and supports them in their successful growth. Our consultants look back on numerous projects with well-known manufacturers and are familiar with the industry-specific requirements. On this basis, they implement your project quickly and reliably and show you individual development potentials.

We advise you individually and personally.

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