

Seratec Central solution examples

	Air conditioning	Electrical	Plumbing	Hydraulic Service	Lift & escalator sales & service	Machinery sales & service	Utility Co power / gas etc	Fire protection services	Pest control	Medical Equipment sales & service	Phone system sales and service	Hygiene Service providers (hand dryers etc)	Electronics servicing
Company	R	R	R	R	R	R	R	R	R	R	R	R	R
Contacts	R	R	R	R	R	R	R	R	R	R	R	R	R
Service Level Agreements	R	R	R	R	R	R	R	R	R	R	R	R	R
Assets	R	R	R	R	R	R	R	R	R	R	R	R	R
Inventory	R	R	R	R	R	R	R	R	R	R	R	R	R
Labour & Materials	R	R	R	R	R	R	R	R	R	R	R	R	R
Appointment tasks	R	R	R	R	R	R	R	R	R	R	R	O	O
Support tasks	O	O	O	O	O	O	O	O	O	O	O	R	R
To-do tasks													
Simple tasks													
Advanced tasks													
Appointment calendaring	R	R	R	R	R	R	R	R	R	R	R	R	R
Training & License recording	R	R	R	R	R	R	R	R	R	R	R	R	R
Skills recording	R	R	R	R	R	R	R	R	R	R	R	R	R
Knowledgebase staff	R	R		R	R	R	R	R	R	R	R	R	R
Noticeboards	R			R	R	R	R	R	R		R	R	R
Invoicing	R	R	R	R	R	R	R	R	R	R	R	R	R
Timesheets	O	O	O	O	O	O	O	O	O	O	O	O	O
Passive quality audit	R	R	R	R	R	R	R	R	R	R	R	R	R
Telephone audit	R	R	R	R	R	R	R	R		R	R	R	R
Physical audit							R	R		R		R	
Email job import	R	R	R	R	R	R	R	R	R	R	R	R	R
Reports engine	R	R	R	R	R	R	R	R	R	R	R	R	R
Automated report scheduler	R	R	R	R	R	R	R	R	R	R	R	R	R
Customer web job request	R	R	R	R	R	R	R	R	R	R	R	R	R
Customer history view	R	R	R	R	R	R	R	R	R	R	R	R	R
Customer self help knowledge	R	R	R	R	R	R	R	R	R	R	R	R	R
Reseller web reporting													
Reseller history view													
Reseller self help knowledge													
EOI	R	R	R	R	R	R	R	R	R	R	R	R	
Tenders	R	R	R	R	R	R	R	R	R	R	R	R	
Sales opportunity management	R	R	R	R	R	R	R	R	R	R	R	R	R
Mapping opportunity	R	R	R	R	R	R	R	R		R	R	R	

Seratec Central solution examples

	Parking meter sales & service	Traffic lights sales & service	Gaming machine suppliers & operators	Vending machine suppliers & operators	IT hardware & software support	IT hardware vendor	Software vendor	Software service provider	Internal IT department	ISP	Telco Services	Manufacturer defect & equipment tracking	Real Estate maintenance
Company	R	R	R	R	R	R	R	R	R	R	R	R	R
Contacts	R	R	R	R	R	R	R	R	R	R	R	R	R
Service Level Agreements	R	R	R	R	R	R	R	R	R	R	R	R	R
Assets	R	R	R	R	R	R	R	R	R	R	R	R	R
Inventory	R	R	R	R	R	R	R	R	R	R	R	R	
Labour & Materials	R	R	R	R	R	R	R	R	R	R	R	R	
Appointment tasks	O	O	O	O	O	O	O	O	O	O	O	O	R
Support tasks	R	R	R	R	R	R	R	R	R	R	R	R	O
To-do tasks												O	
Simple tasks												O	
Advanced tasks												O	
Appointment calendaring	R	R	R	R	R	R	R	R		R	R		
Training & License recording	R	R	R	R	R	R	R	R	R	R	R	R	
Skills recording	R	R	R	R	R	R	R	R	R	R	R	R	
Knowledgebase staff	R	R	R	R	R	R	R	R	R	R	R	R	
Noticeboards	R	R	R		R	R	R	R	R	R	R	R	
Invoicing	R	R	R	R	R	R	R	R			R		
Timesheets	O	O	O	O	O	O	O	O	O	O	O	R	
Passive quality audit	R	R	R	R	R	R	R	R	R	R	R	R	R
Telephone audit		R	R	R			R			R			
Physical audit			R										
Email job import	R	R	R	R	R	R	R	R	R	R	R	R	R
Reports engine	R	R	R	R	R	R	R	R	R	R	R	R	R
Automated report scheduler	R	R	R	R	R	R	R	R	R	R	R	R	R
Customer web job request	R	R	R	R	R	R	R	R	R	R	R	R	R
Customer history view	R	R	R	R	R	R	R	R	R	R	R	R	R
Customer self help knowledge	R	R	R	R	R	R	R	R	R	R	R	R	R
Reseller web reporting					R	R	R			R	R		
Reseller history view					R	R	R			R	R		
Reseller self help knowledge					R	R	R			R	R		
EOI	R	R	R	R	R	R	R	R		R	R		
Tenders	R	R	R	R	R	R	R	R		R	R		
Sales opportunity management	R	R	R	R	R	R	R	R		R	R		
Mapping opportunity	R	R	R	R	R	R	R	R		R	R		

Seratec Central solution examples

	Facilities management	Building Maintenance	Commercial services (cleaning, roller door service etc)	Residential services (lawns, cleaning handyman etc)	Glass repair	Carpet installation	Meter readers	Insurance claim management	Hospital services	Nursing Service	Construction	Bio-tech	Chemical Hazard recording
Company	R	R	R	R	R	R	R	R	R	R	R	R	R
Contacts	R	R	R	R	R	R	R	R	R	R	R	R	R
Service Level Agreements	R	R	R	R				R	R		R	R	R
Assets	R	R					R	R			R		0
Inventory													0
Labour & Materials	R	R	R	R	R	R	R		R		R	R	0
Appointment tasks	R	R	R	R	R	R	0	R	0	R	0	0	R
Support tasks	0	0	0	0	0	0	R	0	R		R	0	0
To-do tasks								0				0	
Simple tasks								0				0	
Advanced tasks								0				R	
Appointment calendaring	R	R	R	R	R	R				R	R		
Training & License recording				R				R	R	R	R	R	R
Skills recording				R		R			R	R	R	R	R
Knowledgebase staff	R	R						R	R	R	R	R	R
Noticeboards	R	R	R	R								R	R
Invoicing			R	R	R	R							
Timesheets			0	0	0	0	0	0	R		0	R	0
Passive quality audit	R	R	R		R	R				R		R	R
Telephone audit			R			R		R		R			R
Physical audit		R	R				R			R			R
Email job import	R	R	R	R	R	R					R		R
Reports engine	R	R	R	R	R	R	R	R	R	R	R	R	R
Automated report scheduler	R	R	R	R	R	R	R	R	R	R	R	R	R
Customer web job request	R	R	R		R	R		R	R				R
Customer history view	R	R	R		R	R		R	R				R
Customer self help knowledge	R	R				R		R	R				R
Reseller web reporting													
Reseller history view													
Reseller self help knowledge													
EOI											R		
Tenders											R		
Sales opportunity management			R	R	R						R		
Mapping opportunity								R		R	R		R

Seratec Central solution examples

	Pathology pickup service	Property security services	Tele-marketing centre	Complaints management	Sales department help desk	Executive to-do management	Research project	Retail store merchandise teams	Emergency services	Project Management	Council Building & health inspections	Council field teams	Corporate asset management
Company	R	R	R	R	R	R	R	R	R	R	R	R	R
Contacts	R	R	R	R	R	R	R	R	R	R	R	R	R
Service Level Agreements	R		R	R	R	R			R			R	R
Assets		R							R	R	R	R	R
Inventory					R			R	R	R		R	R
Labour & Materials					R			R	R	R		R	R
Appointment tasks		O				R		R	O	R	O	O	O
Support tasks	R	R	R	R	R	O	R	O	R		R	R	R
To-do tasks			O	O	O		O	O		O			
Simple tasks			O	O	O		O	O		O			
Advanced tasks			O	O	O		O	O		R			
Appointment calendaring					O			R	R	R		R	R
Training & License recording	R	R	R	R	R	R	R		R		R	R	R
Skills recording		R		R	R		R		R		R	R	R
Knowledgebase staff		R	R	R	R	R	R		R		R	R	R
Noticeboards			R	R	R								
Invoicing													
Timesheets	R	O	R	R	R	R	R	R			O		
Passive quality audit				R				R					
Telephone audit		R	R	R				R			R		
Physical audit		R						R			R		R
Email job import	R		R	R	R	R	R					R	R
Reports engine	R	R	R	R	R	R	R	R	R	R	R	R	R
Automated report scheduler	R	R	R	R	R	R	R	R	R	R	R	R	R
Customer web job request	R	R	R	R	R	R			R		R	R	R
Customer history view		R	R	R	R	R			R		R	R	R
Customer self help knowledge	R	R	R	R	R	R			R		R	R	R
Reseller web reporting													
Reseller history view													
Reseller self help knowledge													
EOI					R								
Tenders					R								
Sales opportunity management					R								
Mapping opportunity	R	R						R	R		R	R	