

## Mobile Field Service

This is the most revolutionary & incredibly easy to use field service management solution you will ever find, with all the features you could ever wish for. More importantly, it is the most robust system on the market. Just see for yourself.

It is suitable for a wide range of industries and trades, featuring unparalleled versatility and delivers immediate return on your investment - low monthly rental.

This system can be installed, configured, have your training delivered and be in actual use within one day.

Totally scalable from 1 to over 20,000 mobile workers. This technology delivers unrivalled performance right out of the box and yet it is incredibly configurable.

Field staff productivity will immediately increase, it will eliminate paperwork delays, provide live management tools, manage SLA's, provide automated escalations and ensure that nothing can be forgotten or overlooked.

Managing field teams has never been easier.



## Customer Service Help Desk

If you want to dramatically reduce the cost of your customer service help desk, then this is the solution for you.

You will not only be able to reduce costs and staff numbers, but you'll also revolutionise the service quality and customer experience.

With this system, even your lowest skilled operators will be able to handle customer questions like a seasoned professional.

Seratec Central enables the centralisation of all your data, and yet you can operate from multiple global locations. You can streamline operations, revolutionise your business and capitalise on improved management visibility. Eliminate unnecessary management costs and get your organisation performing to a higher standard.

Call now for a free, no obligation demonstration in your offices.



**Call now for a free demonstration  
or ask for more details on Seratec Central.  
Tel: 1300 851 866**

## Asset Management

If your organisation has a substantial investment in assets of any kind, you will want to take a closer look at this revolutionary system.

Why struggle with old and cumbersome asset tracking methods when this system will help you reduce the real cost of ownership of your assets. The cost of this system is so incredibly low you will want to have it working for you immediately. The good news is that this revolutionary system can be installed for free, you can be trained for free and it does not require any capital expenditure and the rental is low and affordable.

Manage assets of any kind;

- Track purchase details
- Service History
- Ownership details
- Responsible persons tracking
- Track location history
- Simplify service scheduling
- Track and maximise warranty



## IT Help Desk

This IT help desk is second to none when it comes to delivering increased productivity and simplicity. You can now have all the bells and whistles you could only previously dream about. Free installation, free training and low monthly rental rates. Why wait, call for a free demonstration.

Your staff will be able to solve issues faster and with more reliability. Lesser skilled staff will be able to deliver results well beyond their personal abilities by using the in-built knowledge management functions.

Customers will benefit from the integrated business portal, where they can lodge tasks and requests, follow up on issues previously reported and access self help knowledgebases'.

Your IT Manager will be automatically kept totally in the loop with the system escalations and notifications. All your regular reports are automated too. Call now for a demonstration.



## Executive to-do Management

How many times has your company had a plan of some kind but it didn't get the attention and follow through it needed.

The reason is simple, it's not that your staff intended to let things get lost or forgotten, their business tools let them down. Well, you no longer need to rely on human memory for actions and duties. Seratec Central is the perfect tool for the job, providing simplicity and total enterprise wide task visibility. Now you can get really organised.

Seratec Central is perfect for all your internal company to-do management. By internal, we don't mean that it is limited to staff within the office, you can use it across even the most complex and dispersed enterprise. Your executives, sales and field support teams can use it anywhere globally using a Microsoft Windows® based PDA.

This easy to implement and use system will revolutionise your company performance, and it can be working for you within one day. No setup costs, just low monthly rental, so call now for a free demonstration.



## Complaints Management

You spend so much money to win new customers, why allow them to be lost unnecessarily. You can increase customer retention and reduce expensive product and service problems, without spending a single cent of your capital funds. Seratec Central will revolutionise they way your business benefits from customer complaints.

Our system enables your staff to handle customer issues much more effectively, even if the person taking complaints has no knowledge of your business or your products.

The system automates issue follow through, ensuring that the right department takes the necessary action.

You'll be amazed at how easily our "root cause" trend analysis features will allow you to improve your commonly recurring issues.

The automated management reports ensure that management KPI's are met and that staff action delivers the desired results.

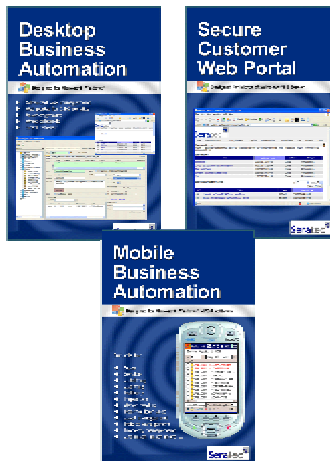


# Seratec Central

- Free installation
- Free training
- Low rental rates

## Seratec Central

Designed to revolutionise your business. It introduces advanced business automation that dramatically improves staff productivity, delivered right out of the box and yet it can be highly configured to suit your particular business needs.



**Seratec**

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## Testimonial

"We implemented our Seratec solution in late 2005. We currently have over forty field staff and five office staff using the system. We have been able to automate a whole range of tasks that historically required manual effort. The result is very easy to see, lower cost of operation, more reliable process outcomes, increased staff productivity and improved customer service. Even our competitors are aware of what we have done, or at least they should be, they've lost business to us as a result."

**Craig Bathie, General Manager  
Fieldforce Services**

## Testimonial

"All our senior company management team are very impressed with the quality processes that the Seratec system has introduced."

**Ryan Klose - Group IT Manager  
McGuigan Simeon Wines**

## Testimonial

"We achieved a massive productivity increase of more than 50%."

**Shane Lovell - General Manager  
Inertia IT**

## Seratec software solutions

Seratec Central delivers advanced business automation that will enable you to achieve more performance than you ever thought possible, with less effort that you can imagine. You really will revolutionise your business in one working day.

We can deploy the solution within one working day. Our solutions are amazingly customisable, and yet delivered right out of the box.

Why wait a moment longer, call for a free demonstration and see how easy it is to;

- Increased process reliability
- Reduce your business overhead costs
- Reduce and better manage business risks
- Increase customer service standards instantly
- Increased productivity and reduce staff workload
- Implement KPI measures you can really manage
- Introduce smart business process automation that will streamline you business, reduce errors and omissions



# Revolutionise Your Business

## Software with;

- Free installation
- Free training
- Low rental rates

- Mobile Field Service
- Customer Service Help desk
- Information Technology Help Desk
- Product and Service Complaint Management
- HR Incident and Task Management
- Executive To-do Management
- Smart Customer Self Help Portals
- EOI and Tender Process Management
- Knowledge & Document Management
- Business Process Workflow Solutions

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