

Q-PRISM'AX

The pressure on companies in the installation and service sector is rising. Nowadays customers expect a full service: from pricing arrangements to installation to after sales service and maintenance. Q-PRISM'AX (PROject, Installation and Service Management Automation for Microsoft Dynamics AX) helps you with these daily tasks.

Presales, from Lead to Customer

Manage all relevant information right from the start of the sales process and configure your quotation to ensure that it suits the customer. Use all known information to create your project structure and needs and automatically generate your service contracts and portfolio.

- Follow up your leads and outstanding quotations and contact prospects at the appropriate times.
- Manage all relevant information from the quotation phase onwards and make sure it can be accessed and updated until the end of the process.
- Use flexible tools to create a customised project quotation for each customer based on historic project information and using pre-defined configurations.
- Calculate costs and benefits very accurately.

Project Management

In a fast changing market with margins under pressure, you need a high level of flexibility and distinguishing abilities. As soon as a contract is created, the project's execution can be followed up. As part of the follow-up, you can manage your materials and plan your resources. Based on the current data, you can see which modifications are required. Budget simulations can be carried out in order to anticipate unexpected implications.

- Create the project's structure based on the quotation and add budget information.
- Manage the project's entire team: internal project contributors, external partners and customers.
- Look for the appropriate employees based on skills and ability.
- Respond proactively to deviations with regard to the budget, timing and scope based on Actuals, Estimate To Complete (ETC) and Estimate At Completion (EAC) information.
- Invoice activities, materials and costs according to the arrangements and the work done.

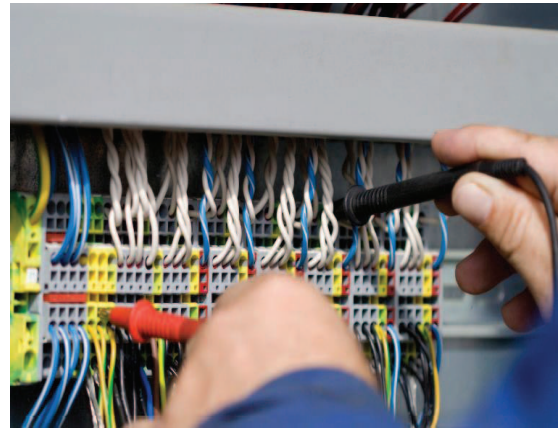
Service Management

After the installations are done, customers can receive the best possible service through service agreements and service incidents. Services rendered are compared to guarantees and service contracts that lead to the correct invoice.

- Automatically create your service portfolio based on the contract, which may or may not be linked to an installation project.
- Register information regarding service locations and service objects, define service object attributes and



- maintain these data during the service objects' entire life.
- Register incidents based on relevant information such as service account, service location, service object and establish whether the incident is related to a service contract or a guarantee agreement.
- Follow up service calls, create service orders if on-site interventions are required and plan relevant resources quickly and flexibly.
- Perform optimal maintenance using the information in the system.
- Send service orders directly to your external sales employees. Stay up to date on on-site information with mobile solutions such as laptops, PDAs and mobile phones.



Strengths in brief

- Microsoft Dynamics customised for technical installation and service companies
- Fully integrated in Microsoft Dynamics AX
- Extensive object management and contract management
- Invoicing based on digital work sheets
- Graphical network planning board with drag & drop
- Direct registration of hours worked and materials used
- Streamlined service orders with graphical planning

Advantages

- Single entry, so you work more efficiently and minimise error costs
- Direct response to malfunctions with workflows and alerts
- Current understanding of the progress and spending of your projects
- Faster invoicing with sound administration
- Higher customer satisfaction through self service functions
- No more stock management errors
- Service parts no longer out of stock

Presales Management

- Link between quotation, project and service management
- Extensive CRM functionality
- Flexible standard sets for your quotations
- Simulation planning

Project Execution

- Flexible project structures
- Pre- and post-calculation
- Standard times
- Follow-up of hours worked, materials used and costs
- Resource planning
- Progress billing

Service Management

- Service objects and contracts
- Multi-company helpdesk
- Service call registration and follow-up
- Work orders
- Periodical maintenance and inspections
- Time registration and material spending

Qurius provides technology answers: design, architecture, infrastructure, deployment and systems management of Microsoft-based business and IT solutions. Headquartered in Zaltbommel, the Netherlands, we serve customers across Europe, including Belgium, Germany, Italy, the Netherlands, Spain, the United Kingdom and the Czech Republic. In 2010, we openly declared a target of 100 per cent sustainability by 2014. A bold objective, designed to drive the company to European leadership in the field of sustainable ICT. We aim to be the number one choice for customers with the same ambition and the same sustainability goals. Qurius has been publicly quoted on Euronext Amsterdam since 1998.

YOUR Q-PRISM'AX CONTACT

Qurius Belgium

+32 (0)3 232 54 30
info.be@qurius.com

