



# ServiceEdge

For NetSuite





## Inspirria ServiceEdge for NetSuite

Inspirria ServiceEdge for NetSuite enables clients attaining high customer satisfaction level by offering 360 degree controls and visibility to their service and Maintenance operations. It tracks data of customer's equipments and auto generates Contracts and Installation/Delivery and Preventive Maintenance Jobs to provide complete visibility over service contracts.

## Offers complete solution for Service Operations

Offers automated controls for Service Companies  
Auto-generated Contracts & Cases  
Maintains complete Customer Equipments Database  
Provides History of Equipments for analysing Performance & Profitability

### Key Benefits

Enhanced Support Case Controls and Visibility  
Quick Access to Contract Scope, Terms, Coverage and Inclusions  
Contract-wise and Equipment-wise Profitability Analysis  
Tracking Chargeable & Non-Chargeable Cases

### Other Benefits

Provides appropriate tools and real time information needed while interacting with customers on daily basis to resolve issues quickly  
Efficient administration of End to End Warranty, Service and Rental Contracts Life Cycles

## Key Features

### Integrated with Netsuite

Seamlessly integrates with Existing NetSuite ERP Masters such as Customers, Item Master and Employee etc. available masters.

Since it is completely built on Netsuite it becomes easy to flow the interim information.

Advantages of using almost all the possible standard NetSuite Support Objects in the module i.e. Case, Territories, Knowledge Base etc.

### 360 Degree Control and Visibility on service contracts

All the Support related Master and Transaction Objects inter-linked and integrated with each other so that any data can be accessed from any where.

E.g.: Support Representatives linked and accessible to Equipments, Cases and vice versa

### Automated Service Operations

Automatic Customer Equipment Card Creation

Automatic Contract Creation

Automatic Case Creation for Planned Visits

## ABOUT US

Inspirria Cloudtech is a specialized Cloud Technology Services Company. Many enterprises face difficulty while expanding their operations. It becomes difficult to manage customers, automate processes and manage resources spread across different geographies. Inspirria Cloudtech understands these issues, and brings to you a wide variety of Cloud-based world-class products and services that address your specific needs. Your enterprise will grow into a globally competent Cloud-powered enterprise.



### India

Inspirria Cloudtech Pvt. Ltd.  
No:503 ,Sai Radhe ,Wing B,  
Raja Bahadur Mill Road,  
Sangamwadi,  
Pune 411001, India  
Email : sales@inspirria.com  
Phone : +91 20 6740 7500

### USA

Inspirria Cloudtech Inc  
4819 Emperor Blvd,  
Suite 400,  
Durham, NC 27703  
USA.  
Email : sales@inspirria.com  
Phone : +1 919 313 4712

### UAE

Inspirria Cloudtech FZ LLC  
P.O.Box # 334036, Level 14,  
Boulevard Plaza Tower 1,  
Sheikh Mohammad Bin  
Rashid Boulevard,  
Downtown, Dubai UAE.  
Phone : +971 4 4394251