



Total and In Control Repair Management For Photographic Service Departments

Spend more time on cameras and less time on paperwork

System Features

- * Designed by members of The Society of Photo Technologists
- * Output to Excel and Word
- * Windows 2000, XP and Small Business Server compatible
- * Single or Multi-user
- * Fully customizable to match the way you work

Managing a photographic apparatus Service Centre is not without its problems.

- The wide availability of inexpensive digital cameras has encouraged the customer to think twice about repairing faulty equipment.
- To repair digital cameras requires a significant investment in testing equipment.
- Experienced camera technicians are becoming a limited resource.
- Communication with customers regarding their precious apparatus can be fraught with difficulties.
- Repaired equipment can sit on your shelf for weeks, if not months, awaiting collection and payment.

- Some camera manufacturers are looking for detailed analysis on the work you carry out.
- The sourcing of spare parts can be time consuming.
- Advances in technology leads to investments in training and technicians being away on courses.
- Estimates sometimes don't get followed up because you are too busy doing other tasks.
- Invoicing is sometimes late because you the Service Manger are the only one who can do this vital task
- The lack of instant information on your operation inhibits your decision making



- Paperwork!
- Targets!
- Deadlines!
- Customer Commitments!
- Supplier Chasing!



- Managing Resources!

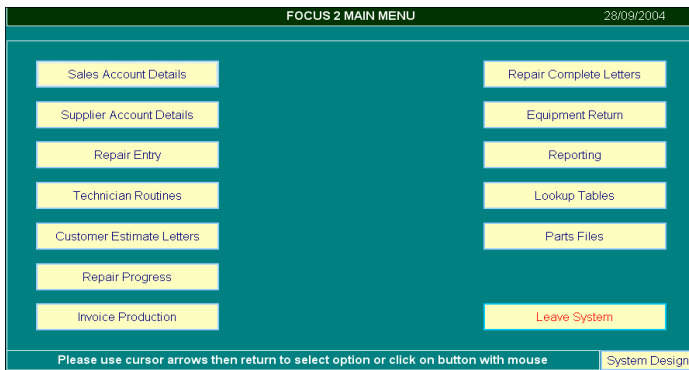
Now Imagine



- Simplified administration
- Automatic invoicing
- Improved cash flow
- More time to repair more cameras
- Instant performance analysis on every part of your operation
- Increased profitability
- More time to focus on the under performing parts of your service dept
- Better supplier management
- Streamlined and consistent procedures
- Professional estimate and re estimate production
- Instant retrievable customer repair instructions
- Instant traceability
- Improved quality assurance
- Instantly measure the number of days your workshop has had a piece of equipment
- Measure the performance of each of your technicians
- Saving time with automatic customer chaser letters
- Instantly seeing the status on any piece of customer equipment in your workshop
- Automatic reporting
- Built in output to printers, fax, email and Adobe PDF
- Less interruptions for you and your technicians
- A software package designed specifically for what you do
- Freedom to create your own reports. quickly and easily
- Fast Production of Acknowledgements, Workshop Tickets, Estimates, Delivery Notes, Invoices and Credit Notes
- All documents can be pre printed, printed on blank or letterhead stationary

Database Software Solutions—improved operational and profit performance. GUARANTEED!

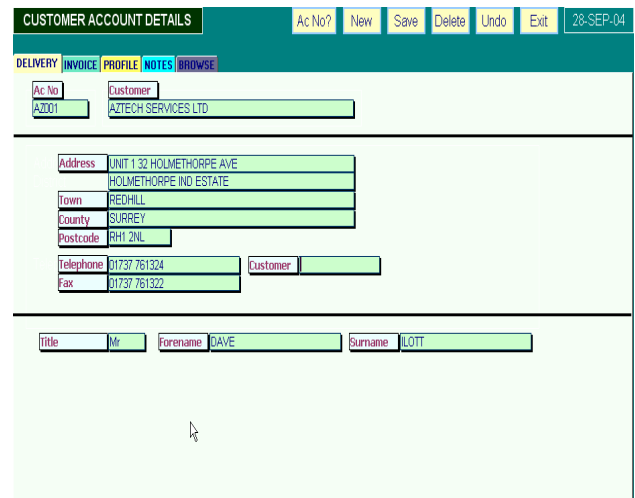
The Main Menu



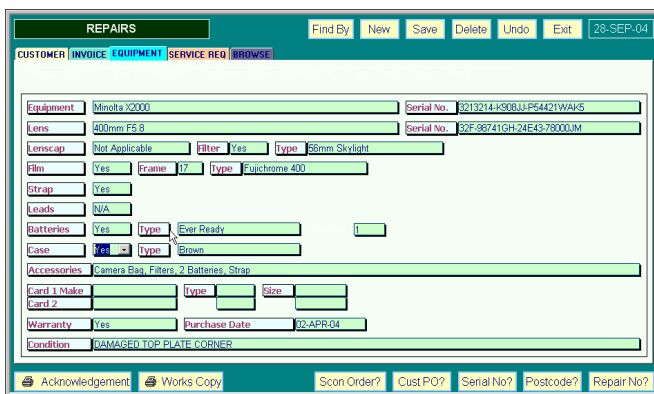
- Simple and intuitive screen design means you can be using the package the day it is installed.
- Simply click on the option and you are there.
- Routines for the complete repair cycle from booking in customers' equipment through to invoicing and automatic payment chasing.

Customer & Supplier Details

- Allows for both account and retail customers
- Separate addresses for account and delivery
- Fields for business type, area, payment method, credit controller, accounts software reference and special notes
- The same facility applies to suppliers but you can also store details about technical contacts, web page, and your account number



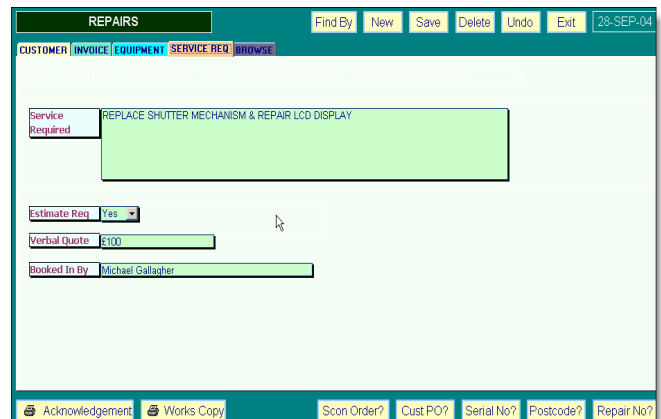
Repairs Entry



- Fast easy input
- Automatic production of customer acknowledgement and Workshop Job Sheet
- Instantly see history for repeat repairs.

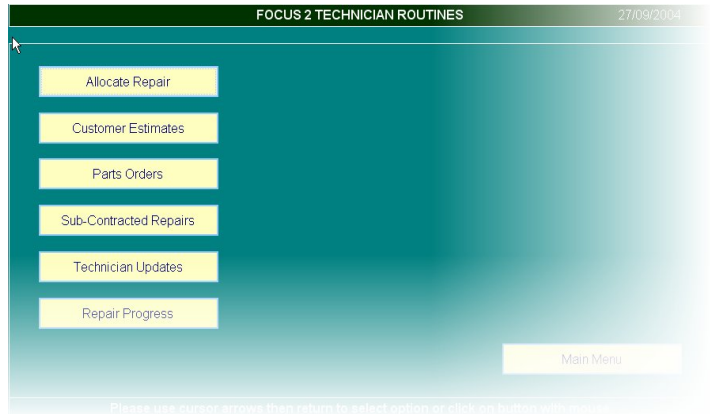
Improve Service Levels by Better Communication

- Avoid the pain of future misunderstandings by recording full details about the repair required, who booked the repair in and whether any verbal estimate was given.



Manage the Work More Effectively

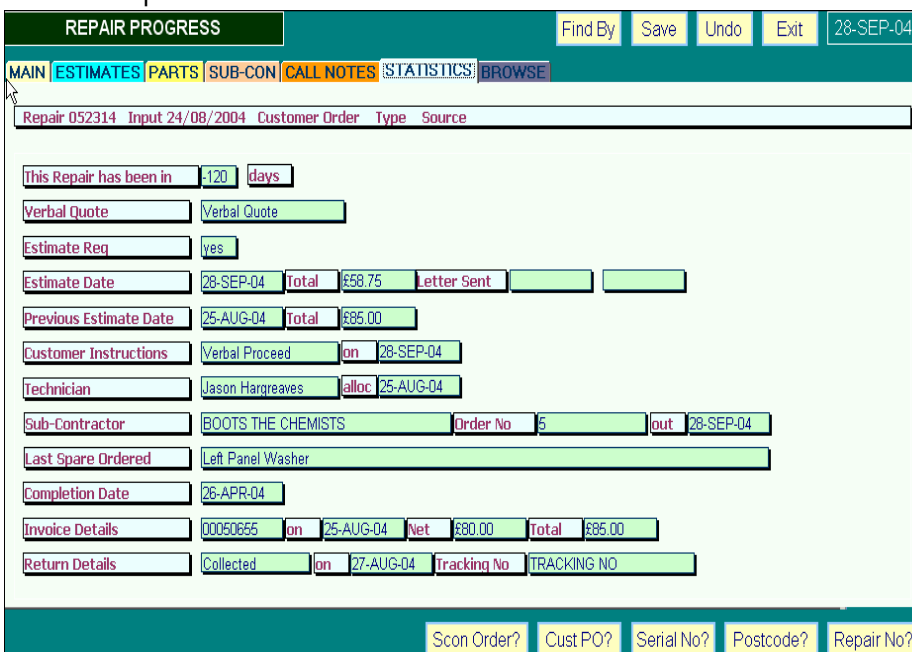
- Allocate specific repairs to specific technicians
- They record what they have done
- Generate subcontractor orders
- See instantly the progress of any repair
- Match purchase orders against repairs



Streamline and Simplify Estimate Production

- Create estimates and re-estimate for the same repair.
- Automatic links between estimates and invoicing avoids duplication of effort
- Instant analysis on estimate success ratios.
- Automatic letter production for outstanding estimates.

See the full picture from one screen



- Track Performance—no of days in workshop
- Find Repairs easily and instantly by Repair No
- Name
- Post Code
- Serial No
- Date
- Technician
- Instant Profitability per repair

Automatic Reports Whenever You Want



REPAIRS TO INVOICE					28-SEP-04
Repair	Date In	Customer	Equipment	Completed	
006356	04-MAY-97	DAVID DEAYTON	PENTAX ZOOM 105-R	12-JUN-97	
051953	01-APR-04	MR IRELAND	CABRA 700AF-MI FLASHGUN	06-APR-04	
051958	01-APR-04	MRS THOMSON	SYNCHRO -COMPUR 150MM	06-APR-04	
051959	01-APR-04	MRS PARK	CANON MV 400	14-APR-04	
051960	01-APR-04	MR PARKER	CANON DIGITAL IXUS	13-APR-04	
051961	01-APR-04	MR STEWART	CANON IXUS 400	08-APR-04	
051962	01-APR-04	MS RAE	NIKON NU/VS A20	08-APR-04	
051967	01-APR-04	MR DALZIEL	NIKON F100	01-APR-04	
051968	01-APR-04	CANON CONSUMER SERVICE	CANON POWERSHOT A70	01-APR-04	
051969	01-APR-04	CANON CONSUMER SERVICE	CANON POWERSHOT A7	01-MAR-04	
051970	01-APR-04	CANON CONSUMER SERVICE	CANON POWERSHOT A70	01-APR-04	
051971	01-APR-04	CANON CONSUMER SERVICE	CANON POWERSHOT A70	08-APR-04	

Output to

- Excel
- Word
- Adobe

Print to

- Laser and inkjets
- Email including Outlook
- Fax

Interrogate with

- Crystal Reports
- R&R Reportwriter

Accurately measure performance on all the critical parts of your operation

Work Load

- Repairs Carried Out
- Repairs by Customer
- Repairs by Technician
- Repairs by Subcontractors

Financial

- Turnover & Profitability for period & Year to Date
- Turnover & Profitability per repair
- Turnover & Profitability by Customer
- Turnover & Profitability by Technician
- Profitability by Subcontractor
- Automatic debt letters
- Automatic output to your accounts package

Service Levels

- Fast and professional booking in system
- Improved Subcontractor and supplier management
- Instant analysis on-time-to-repair
- Fast and professional estimating
- Professional easy-to-follow documentation
- Automatic invoicing

If you would like to discuss the success this great software can deliver to your Service Department then please



Speak to David Mckee on 0141 221 2106 who endorses what we have done by commenting

"A first class system is what Database Solutions promised. A first class system is what they delivered."

Alternatively, if you would like a demonstration please contact Alex Muir at



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