

Service Management System



Key Benefits

- ▶ MAKE EVERY MOMENT COUNT FOR SERVICE TEAMS
- ▶ GET VISIBILITY INTO ASSETS YOUR BUSINESS REQUIRES
- ▶ LET THE DATA TELL THE STORY
- ▶ USE A SINGLE SYSTEM OF RECORD
- ▶ INCREASE EFFICIENCY
- ▶ PROVIDE SUPERIOR SELF-SERVICE CAPABILITIES



BIG M SERVICE MANAGEMENT SYSTEM THAT HELP TO BOOST YOUR BUSINESS

Create a modern work environment by placing a service-oriented lens on the activities, tasks and processes that make up day-to-day work life. This service model enables enterprise service domains to define services, provide an intuitive service experience, deliver service, assure service availability and analyze critical service metrics.

With BIG M Service Management, you can refine structure and automate the flow of work to streamline service delivery. Underlying effective service management is a common service model that connects providers and requestors.

Our solution give you end to end visibility into your ITIL (Information Technology Infrastructure Library) processes and infrastructure through a single system of record making it possible to consolidate fragmented tools and legacy systems while automating service management processes. BIG M Service is easy to configure and allows you to go live quickly with confidence, while scaling to your business needs. With a simple and consistent approach, you increase efficiency, lower costs, and devote more time to innovating and delivering the modern, consumer like, self-service experience your employees expect.




















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Service Management System

Web Application has been the following modules:

-  Login Module
-  User & Access Management Module
-  Department Configuration Module
-  Instrument Type Configuration Module
-  Manufacturer Configuration Module
-  Instrument Origin Configuration Module
-  Service Engineer Configuration Module
-  Customer Module
-  Instrument Module
-  Instrument Details Module
-  Parts Module
-  Parts Replacement Module
-  Preventive Maintenance Information (PMI) Module
-  On Call Module
-  Daily Work Module
-  Management Module
-  Report Module
-  User Manual Module
-  Back Up Module

Login Module

User Login:

User can able to login by using Username and Password. Only the user can able to login to the system. After login user will get menu link according to his/her access permission.

Administrator User Login:

Administrator User can able to login by using Username and Password. Only the active administrator user can able to login to the system. After login administrator user will get menu link according to his/her access permission.

User & Access Management Module

User

Add User:

Administrator can able to add User. Administrator can able to add all the necessary User information.

User List:

Administrator will get the entire available User List. From User List Administrator can able to Edit/Delete User.

Access Permission

Add Access Permission:

Administrator can able to give specific permission to a user such as administrator, management, supervisor, registered user etc.

Access Permission List:

Administrator will get the entire available Access Permission List. From Access Permission List Administrator can able to Edit/Delete Access Permission.



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Department Configuration Module

Add Department:

Administrator can able to add Department. Administrator can able to add all the necessary Department information.

Department List:

Administrator will get the entire available Department List. From Department List Administrator can able to Edit/Delete Department.

Instrument Type Configuration Module

Add Instrument Type:

Administrator can able to add Instrument Type. Administrator can able to add all the necessary Instrument Type information.

Instrument Type List:

Administrator will get the entire available Instrument Type List. From Instrument Type List Administrator can able to Edit/Delete Instrument Type.

Manufacturer Configuration Module

Add Manufacturer:

Administrator can able to add Manufacturer. Administrator can able to add all the necessary Manufacturer information.

Manufacturer List:

Administrator will get the entire available Manufacturer List. From Manufacturer List Administrator can able to Edit/Delete Manufacturer.

Instrument Origin Configuration Module

Add Instrument Origin:

Administrator can able to add Instrument Origin. Administrator can able to add all the necessary Instrument Origin information.

Instrument Origin List:

Administrator will get the entire available Instrument Origin List. From Instrument Origin List Administrator can able to Edit/Delete Instrument Origin.

Service Engineer Configuration Module

Add Service Engineer:

Administrator can able to add Service Engineer. Administrator can able to add all the necessary Service Engineer information.

Service Engineer List:

Administrator will get the entire available Service Engineer List. From Service Engineer List Administrator can able to Edit/Delete Service Engineer.

Customer Module

Add Customer:

Administrator can able to add Customer. Administrator can able to add all the necessary Customer information such as address, district, contact person, phone no, mobile no, email etc.

Customer List:

Administrator will get the entire available Customer List. From Customer List Administrator can able to Edit/Delete Customer.



Instrument Module

Add Instrument:

Administrator can able to add Instrument. Administrator can able to add all the necessary Instrument information such as instrument type, model, manufacturer, origin etc.

Instrument List:

Administrator will get the entire available Instrument List. From Instrument List Administrator can able to Edit/Delete Instrument.

Instrument Details Module

Add Instrument Details:

Administrator can able to add Instrument Details. Administrator can able to add all the necessary Instrument Details information such as customer name, machine serial no, software version, installation date, contract expire date, current status, contract, extra information etc.

Instrument Details List:

Administrator will get the entire available Instrument Details List. From Instrument Details List Administrator can able to Edit/Delete Instrument Details.

Parts Module

Add Parts:

Administrator can able to add Parts. Administrator can able to add all the necessary Parts information such as parts name, parts number, purchase date etc.

Parts List:

Administrator will get the entire available Parts List. From Parts List Administrator can able to Edit/Delete Parts.

Parts Replacement Module

Add Parts Replacement Information:

Administrator can able to add Parts Replacement Information, if any instrument parts will be damage or need to replace. Administrator can able to add all the necessary Parts Replacement Information such as customer name, instrument, machine serial no, parts name, parts number, replacement category, replacement date, comments etc.

Parts Replacement Information List:

Administrator will get the entire available Parts Replacement Information List. From Parts Replacement Information List Administrator can able to Edit/Delete Parts Replacement Information.

Preventive Maintenance Information (PMI) Module

Add PMI:

Administrator can able to add PMI of any instrument. Administrator can able to add all the necessary PMI information such as customer name, instrument name, machine serial no, PM category, PM date, comments etc.

PMI List:

Administrator will get the entire available PMI List. From PMI List Administrator can able to Edit/Delete PMI.

On Call Module

Add On Call Information:

Any authenticate user can able to add On Call Information after getting from customer.



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User can able to add all the necessary On Call information such as customer name, instrument name, machine serial no, name of complainer, received by, received time, comments etc. At the time of add On Call information user will assign the On Call task to the respective support engineer.

On Call Information List:

Administrator will get the entire available On Call Information List. From On Call Information List Administrator can able to Edit/Delete On Call Information.

Daily Work Module

Pending Task/Daily Work List:

After login to the system Support engineer or authenticate user will get the entire available pending task/daily work list. By click on particular task/daily work list user can able to add details information against the particular task/daily work. After completing the task/daily work user will add necessary details information such as customer name, attended date, attended time, type of work, type of problem, remarks, status etc. User can select status pending/complete/incomplete. If user selects task status complete, then his supervisor will get mail notification. If users select task status incomplete due to some problem, then this task will be close. After that supervisor or authorize person assign the task again to another support engineer. If user's type of work is Install or PM, then users need to select instrument name. If users type of work is On Call, then user need to select need to select instrument name, machine serial no, on call date etc. User can able to view the task details by click on particular link.

Complete Task/Daily Work List:

After login to the system Support engineer or authenticate user will get the entire available complete task/daily work list. User can able to view the task details by click on particular link. User can also edit the task and also can change necessary details information of that task.

Incomplete Task/Daily Work List:

After login to the system Support engineer or authenticate user will get the entire available incomplete task/daily work list. User can able to view the task details by click on particular link.

Management Module

Manage user can able to view the entire available task list. From task list Management user can view details of the task. Management User also can able to give remarks against any particular task.

Report Module

Administrator can able to generate the following report:

Department wise report:

Administrator can able to generate report department wise. Department wise report contains customer name, instrument name, task name, department name, supervisor name, support engineer name, task create date, task status etc.

Support Engineer wise report:

Administrator can able to generate report department wise. Department wise report contains customer name, instrument name, task name, department name, supervisor name, support engineer name, task create date, task status etc.

Customer wise report:

Administrator can able to generate report department wise. Department wise report contains customer name, instrument name, task name, department name, supervisor name, support engineer name, task create date, task status etc.



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Instrument wise report:

Administrator can able to generate report department wise. Department wise report contains customer name, instrument name, task name, department name, supervisor name, support engineer name, task create date, task status etc.

Date range wise report:

Administrator can able to generate report department wise. Department wise report contains customer name, instrument name, task name, department name, supervisor name, support engineer name, task create date, task status etc.

User Manual Module

Administrator can able to upload user manual of several instrument into the application.

User can able to download or view those manual from the application.

Backup Module

Create Backup

Administrator can able to take back up of the database.

Restore Backup

Administrator can able to restore the database from the previous backup file.

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Who We Are

Big M Resources Limited started its life in Data Center Solution, Hardware and Networks Solution, Software development, Web application development, Outsourcing and IT Training in 2012. We have highly satisfied customers in Bangladesh and others countries. Our Mission is to achieve the reputation of a quality, high standard & reliable solution & service provider company in the ICT industry. Our Vision is to achieve 100% customer satisfaction by delivering quality products and services at an affordable price. It is our collaborative approach, creative input, and emphasis on economical solutions that has allowed us to develop an impressive and diverse client list.

Contact us:

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