Are you still using excel to manage

your contracts & complaints?

servicedesk

a service management software

ServiceDesk is a simple solution for service oriented firms to systematically manage Service Contracts and Customer Complaints. You can track customer complaints right from registration to closure.

Providing best after sales service has become an integral aspect in today's business world due to exceeding customer expectations.

To keep customers happy and loyal you need to timely respond to customer complaints and queries. Analyze and address the recurring issues to improve the product/service quality.

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Enhance your Customer Service with ServiceDesk

ServiceDesk can help you
- Eliminate paperwork
- Reduce Turn around time
- Increase Customer Satisfaction
- Improve Product/Service Quality

ServiceDesk features and benefits

Service Contract

Manufacturer, retailers or service provider can systematically manage service contracts and eliminate lot of paperwork.
Easily identify customers within Warranty, AMC or other contracts.
Track duration of contract and stay informed about the contracts that is active, expired or due for renewal.
Fetch customer contract and service history information at your finger tips while attending the service call.

Contract Management in ServiceDesk enables you to
 -Create Contract
 -Renew contract
 -Track Contract status i.e. Expired or Active

Complaint Management

Reduce response time and increase customer satisfaction by tracking every single complaint right from registration, assignment to closure so it is never left unattended.

Complaint Management is quiet simple in ServiceDesk.

It covers 3 important stages i.e.
 -Registering Complaint
 -Assigning it to Service Executive
 -Complaint Closure

The different stages of complaint gives you the insight on status of complaint whether it is solved or pending

Choose right one for your business

Editions

ServiceDesk CRM is available in various editions to suit your business needs.
You can select right edition depending on your business size.

My Edition : Service Contract Management (Single User)

Basic Edition : Multi user Complaint Management

Standard Edition : Service Contract & Complaint Management

Enterprise Edition : Service Contract & Complaint Management for volume data

Custom Edition : Customize it as per your requirement

Only Service CRM software that gives you the option to install data on your server or go cloud

Or

Operating systems supported

ServiceDesk is a windows application hence it would by default be installed on windows pc or laptop

For MAC user you would need 3rd party tool such as parallel which supports windows application on MAC
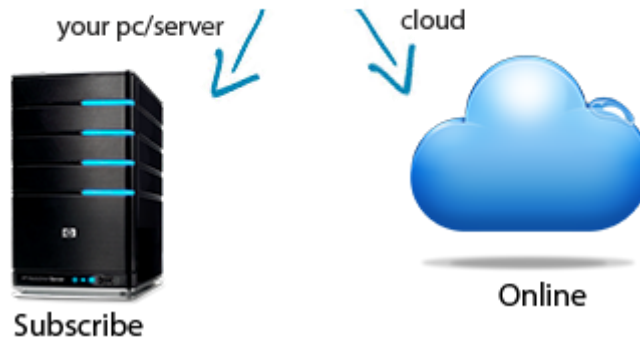
If you have any issues/queries during download or installation of ServiceDesk kindly contact our helpdesk for free support at
support@spinso.com
+91.22.25826330

License Type

Various licensing options such as subscribe & online gives you flexibility to choose appropriate license for your business.

Subscribe : Pay as per use, data on your server.
Online : Pay as per use, data on our Cloud server

Subscribe

Pay as you Consume
- The software and data is hosted/installed on your server.
- Pay as per use.
- Pricing is based on per user, per month.
- Get free support and version upgrades.
- Easily scale up or down as per business needs.

Subscription is a SaaS model in this you consume the software as service and pay subscription fee for per user per month.
You get free standard support during this period along with all upgrades. You can scale up as per your need.
Software is installed on your server and a nominal fee (subscription fee) is paid by you.
If you choose to terminate the contract at the end of contract period you would not be able to use the application.

Online

Save on infrastructure cost
- Data is hosted/installed on our server.
- Pricing is based on per user per month.
- Get free support and version upgrades.
- This option is available from Standard Edition onwards only.
- This option is available for selected edition only.
- File storage optional at extra cost.

This is a SaaS model where software and server is rented, similar to subscription even here you have to pay a rental which is bit higher than the subscription model as it includes the cost of maintaining the server.
Your data is hosted on our secured server and can be accessed via internet.
This is a subscription model and would need periodic renewal, else you would not be able to access the application.

spinso

Spectrum Info Solutions
26 , Sylvester House - B,
D'Souza Wadi,
Thane (W) - 400 604.
Maharashtra, INDIA

Other software's

EQMS
manage Lead, Follow-up & Closure

TimeTracker
track project hours

Organizer
HVAC service software

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