



Know Your Customer, Enhance their Experience and Deliver Efficiently

Service Lifecycle Management

SapphireIMS Service Lifecycle Management







Deliver Cost Effective and Agile Services

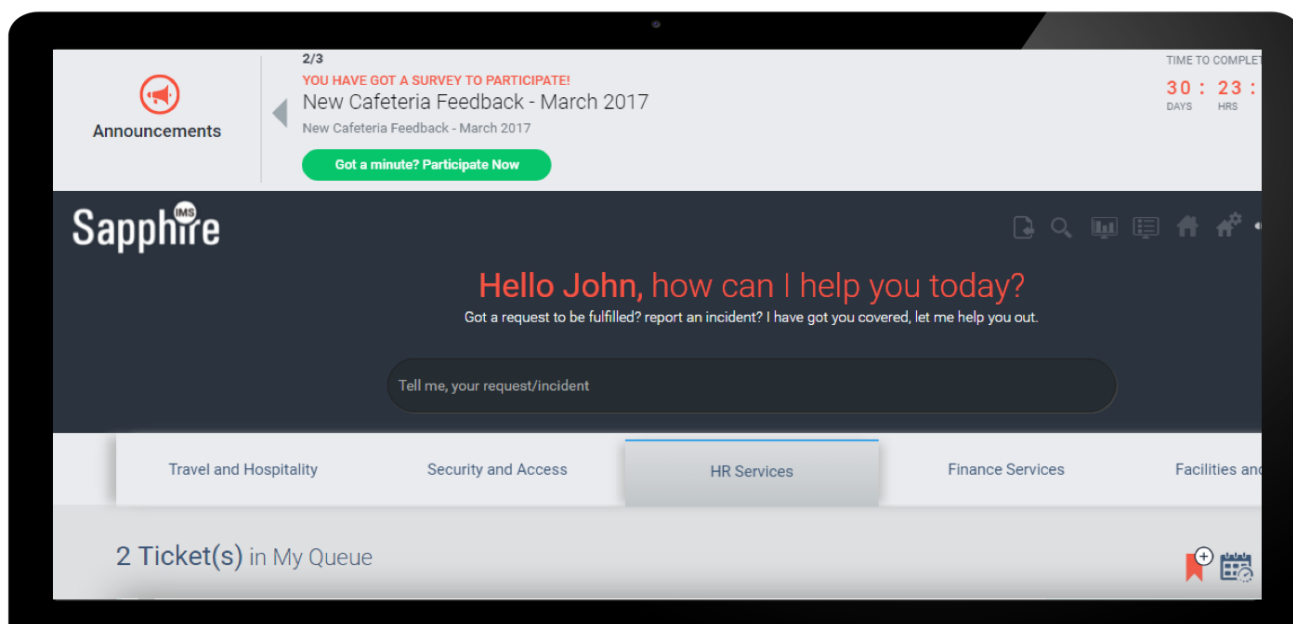
Delivering superior customer service with lowest possible cost is the strategic goal for any product or service organization. What these organizations need is a holistic solution that manages entire service lifecycle.

SapphireIMS offers a comprehensive solution covering the entire service lifecycle for customer experience and profit management. Our Service Lifecycle Management (SLM) solution is highly adaptable and it digitalizes your delivery process and enables you to “Walk the Talk” with your customers.

The analytics and automation led solution enables you to drive non-linearity in your services by efficiently deploying technologies for proactive monitoring, remote diagnosis, IoT extensions, cloud and mobility.

One Solution. Many Benefits

-  One solution for every service, asset and process
-  Affordable and scalable across your offices globally
-  Flexible and configurable platform
-  No more silos. Integrates with all core business apps
-  Context aware and automation enabled to recommend appropriate action
-  Omni-channel access for easy adoption and experience



Service Lifecycle Management Modules

Know Your Customer

Deliver what customers want, right from the day one. This module helps you to proactively manage SLAs, customer experience, cost of delivery and avoid revenue leakage.

Module Features:

- Customer onboarding and offboarding
- Customer data management
- Product catalogue
- Install base
- Warranty, contracts and entitlements

Customer Service Portal

Empower your customers by giving them a super rich experience through self-service. A customer resolving one's issues through simple self-service is one loyal customer earned and service cost saved.

Module Features:

- Service catalog
- Self service
- Alerts and notifications

Service Management

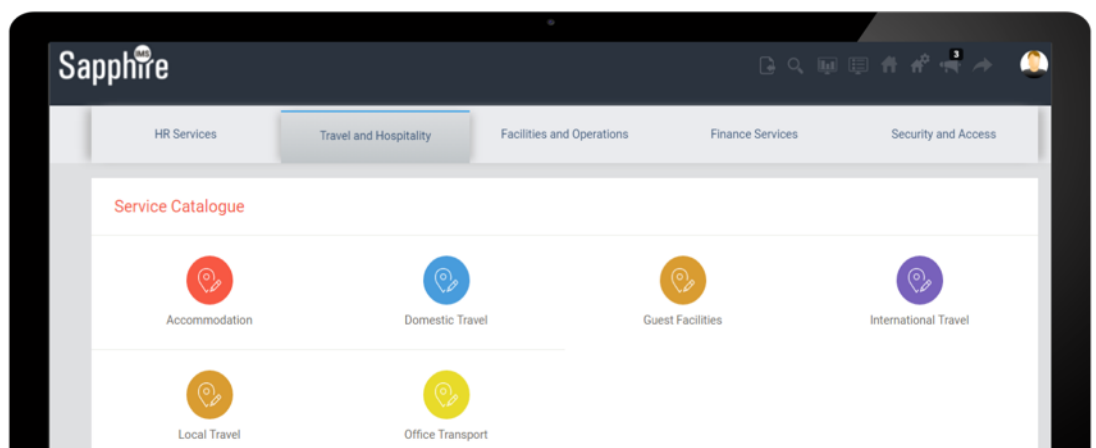
Seamlessly manage your service delivery process for both reactive and proactive requests.

Module Features:

- Helpdesk and technical support
- Break fix support / repair services
- Preventive maintenance scheduler
- Installation services
- Field service operations
- Service level management
- Knowledge management
- CSAT management

45%

Reduction in process and people costs



Spare Parts Management

Track the complete lifecycle of the spare part linked with information on who, when and where they used it. The module helps you to implement checklists and control processes to reduce the consumption and fast track the turn-around time. Beyond this, you can ensure that the right spare is available at the right place.

Module Features:

- Parts catalogue
- Parts request management
- Parts issue and return
- Parts inventory and operations
- Parts repair

Quality and Governance

Ensure consistent quality and governance through a centralized repository of key processes, documentation and data. This enables you to drive organization-wide actions and deliver results continuously

Module Features:

- Quality library
- SOP repository
- Master data management
- Action tracker
- RCA tracker
- KPI tracker

Technology Extensions

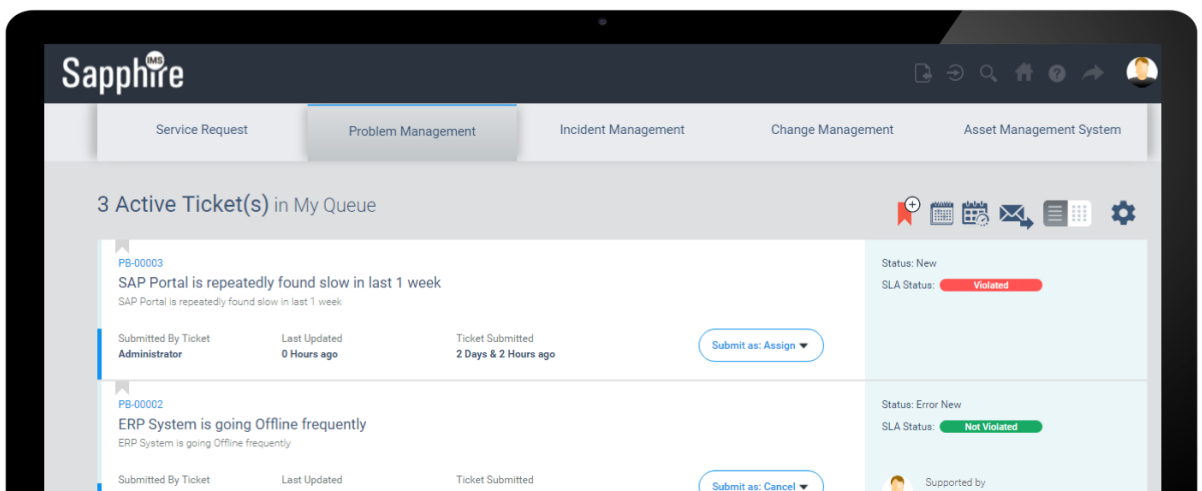
Power up innovative and non-linear service delivery for your organization through meaningful technology extensions.

Module Features:

- Remote access and diagnostics
- Proactive monitoring
- IoT extensions

35%

Improvement in service delivery across organization



About SapphireIMS

SapphireIMS is an ITIL 2011 certified enterprise grade service management system that makes your business agile. We do it through a modular and easy to implement suite of products, such as ITIL Service Desk, Enterprise Asset Management, Enterprise Service Management, Business Service Monitoring and Service Lifecycle Management. Our Healthcare Service Management solution is specifically designed for the needs of the healthcare industry.

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Making Businesses Agile