

## Parts Book Management

With the Parts Book Manager assembly drawings and their parts list can be managed. Integration of the parts manuals means that the parts list uses information from the same parts database as every other program function. This maintains data integrity across the enterprise and for all published works for distribution outside the organisation. Information making up the parts listing and the assembly drawings are revision controlled, ensuring that parts books can be changed and controlled as the product evolves and changes.

## Claims Manager Efficient Warranty and Quality Management

The Claims Manager product is a powerful claims management system that automates the after-the-sale service interaction between manufacturers, distributors and customers, saving significant time and money.

The product provides claims processing, enabling manufacturers to submit and view all claims associated with user groups, validate and classify claims, track standard repair time, log actual labour and much more.

Pulse PLM Claims Manager is a fast, effective tool to manage and track claim information in your Service Department. You record and access up-to-the-minute-accurate claim information in seconds. Efficient data management means improved customer service.

Claims Manager provides quick access to accurate, up-to-date information, letting you handle more calls and build a reputation for fast, friendly customer service.

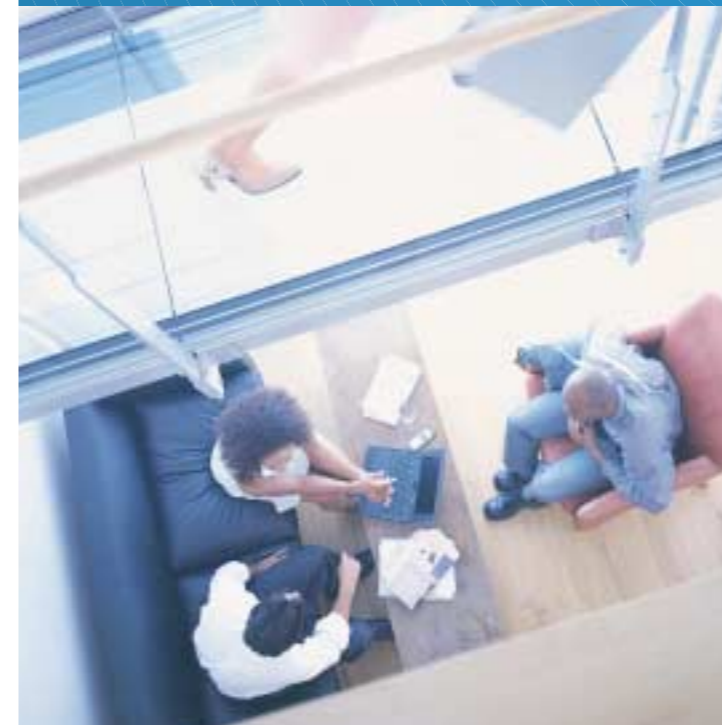
## Total Quality Management

The cornerstone of a TQM program is the ability of management to measure product quality. Such measurements can't be obtained without an integrated system for storing and tracking the vast data inherent in claim processing. Claims Manager gives you a complete history lookup for every product and claim, as well as a myriad of detailed summaries and reports that turn data into meaningful TQM tools. The Claims Manager product can be used to record, track and manage any kind of non-conformance. Be that a customer complaint (not necessarily a warranty event), an employee suggestion, a product non-conformance, an internal audit or a supplier non-conformance. Use the Claims Manager product as the cornerstone to your company TQM drive.

## Pulse PLM Claims Manager Management Reports

Whatever the task - whether you're scheduling a service trip from open work orders, tracking trends in defects for a product, or checking parts costs by category - the information you need and the means to measure it is a keystroke away.

## Customer Retention Management



## Customer Retention Management

Retaining customers is vastly more efficient than acquiring them. Retaining customers becomes even more vital in a challenging economic environment. Today, it is imperative that customers' needs drive the direction of a company's business to achieve customer retention and loyalty.

Industry Leaders Agree:

- Customers' demands are reshaping the market place.
- Customer value will become a key performance indicator.
- Companies will be managed by and for customer value.
- Future success will come from delivering a great total customer experience.

## The Changing Nature of Manufacturing

Manufacturing is being redefined. No longer is service seen as something outside the realm of the manufacturer; rather manufacturing is becoming the provision of complete service over the whole product life cycle. This new service provision requires manufacturers to get much closer to their customers and to operate far more responsively than they have in the past. Providing top class customer service helps you retain those hard earn customer references. At Pulse Technology Systems, we offer a range of solutions to assist in the provision of complete service over the life cycle of the product.



## Product Configurator

If your company has products that can be made up of a selection of various items, parts, components, options and sub-assemblies, that can be configured into a various array of end products, then you will find the Product Configurator a very useful option. A graphical user interface (GUI) provides an informative and easily understood representation of the hierarchy data that makes up the product structure. The program allows for search and retrieval of part data when building or revising a structure and with the added functionality of drag and drop, users can quickly manipulate a structure. Engineering creates and maintains one single Bill of Material and then defines the products various options and configurations with the use of radio buttons, checkboxes and other utilities.

## Serial Number Management

The Serial Number manager functionality of Pulse PLM manages and controls all the data relating to an individual product. A complete product structure (from the Product Configurator Manager) can be issued to a serial number that contains a list of all the parts and assemblies used to manufacture that particular product. This feature ensures full traceability for a product. Services Engineers or Customer Service Reps will be able to access a particular product's exact Bill of Material after the product has been dispatched, to check on a product's individual specification. The Serial Number Manager can be used as the source for all product related documents and communication, creating a single product record source. All related documents, photos, service records etc can be attached to the unique serial number, giving all users fast and easy access to the products complete history.

Retaining customers is vastly more efficient than acquiring them. Retaining customers becomes even more vital in a challenging economic environment. Today, it is imperative that customers' needs drive the direction of a company's business to achieve customer retention and loyalty.

