

Serial Number Manager

Take Control of your Serialised Products

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. 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.

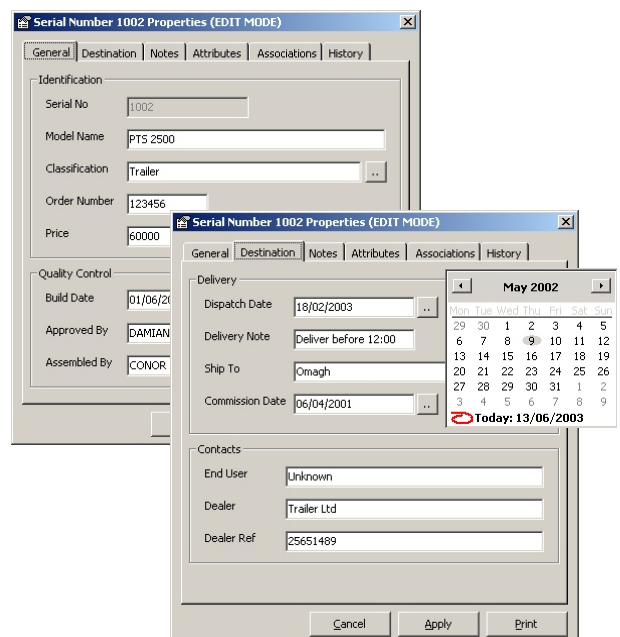
Serial Number Management

One of the key areas of customer service in relation to the Industrial Equipment and Machinery sector is the ability to know the exact product configuration of products that have been dispatched. Knowing the configuration, knowing any special instruction or product specific information is vital to providing an efficient and effective after sales service support role. To assist companies accomplish this, Pulse PLM offer the Serial Number Manager.

The Serial Number Manager functionality of Pulse PLM manages and controls all the data relating to an individual product. A complete product structure 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. Service Engineers or Customer Service Reps will be able to access a particular product's exact Bill of Material and configuration after the product has been dispatched, to check on a product's individual specification.

Easy Serial Number Creation

A simple wizard takes the user through the process of creating either a batch of serial numbers or a single serial number. Pulse PLM can cater for customised serial number



naming so company's may tailor the system to met their individual naming convention needs.

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 product's complete history.

Warranty claims created within the Claims Manager module are automatically attached to the Serial Number property pages, enabling a full warranty and claim history for the product. The Claim details can be opened and viewed from the Serial Number associations page.

Details such as who the product was dispatched to, the ultimate end user, build date and dispatch date can all be added to the property page to build up a complete picture and product history.