expandit

SERVICE PORTAL

ExpandIT Service Portal is a robust platform that encompasses all interaction with the customer, from ordering services, consumables and spare parts to seeing all information about service items, upcoming or previous visits, documents, photos etc. It is fully integrated with Microsoft Dynamics ERP systems, sharing important information and data. The portal also integrates ExpandIT Resource Planning and ExpandIT Field Service, allowing for maximized productivity and substantial reduction of administration costs.

The portal has its own Content Management System, which allows for full control over content and users. It allows for a combination between content from the ERP system (products, prices, etc), and user input content. Service items can be extended with technical documentation, related accessories, compatible spare parts, and much more. Orders, payments and KPI's can also be easily accessed, providing administrators with a full view of the data driving the platform.

Collaboration with the Customer in Focus

The intuitive design of the ExpandIT Service Portal allows for improved collaboration between dispatchers, field technicians and end-customers. Messages, pictures, documents and reports are instantly available to internal and external users.

Customers can access the same information in the portal as they do when they speak to a sales representative. The ExpandIT Service Portal includes B2B logic such as ledger entries and credit card payments of all invoices; all maintained in Microsoft ERP systems.

Document History

The ExpandIT Service Portal allows customers and technicians to view the full history of work done on individual Service Items. This feature lets authorized users have full access to the latest information regarding type of work, materials used, items serviced, service certificates and more.

In addition, all accounting data, such as ledgers and invoices, are conveniently available through the platform and synchronized with live data from the ERP system.