

OPTIMA PRO

A Complete field Service Solution



Product Overview

In the present times all business segments are laying ample emphasis on Customer service and the success of any business relies on how well its processes are streamlined. **Field service industry** is one such segment that is often under pressure to synchronize their tasks. They have the high-end responsibility of keeping a track of on-site service, dispatch of technicians for installations, repairs, maintenance and honoring the customer SLAs.

The complexity of their job lies in getting real time updates from the technicians, managing efficient job scheduling and giving timely service to the customers.

Damco understands your changing needs and the urgency to perform and we are proud to introduce a very powerful product from our Salesforce Practice - "Optima Pro".

This can be your **one stop field service software solution** to manage warranties, contracts, field service scheduling, spare parts inventory and the service organization while delighting the customers and driving business results.

This product has been designed with great consideration and keeping the industry standards in mind. It is a comprehensive product but is also kept flexible enough to be exclusively customized to suit your business needs.



Product Highlights

Optima Pro will help you streamline the process as well as have better control on managing tasks efficiently. It is packed with best solutions for general field service challenges as faced by businesses:

Business Challenge	Optima Pro Solution
Unorganized Service Delivery Personnel Management	Built in process for managing the complete Service Organization which includes Territories, Teams, and Technicians along with their Skills, Expertise and current location to effectively manage the entire Service Organization.
Assessing Real time Location of the field workforce	Geo-location based dispatch for cost effective and timely service.
Complexity of managing Warranty records and performing entitlement validations on the fly for the work orders	Built in process to define the rules to auto check the Warranty and Service Contract entitlements so that you don't miss out any revenue opportunities and do not provide free of cost services anytime.
Missing Periodic Maintenance Services leading to higher repair costs for breakdown	<p>Pre-configured support for Preventive Maintenance Configuration ensuring you don't miss out on periodic maintenance services required for products installed at customer locations.</p> <p>Regular service ensures better product performance and less breakdowns ensuring higher revenues from the Service Contracts.</p>

Business Challenge	Optima Pro Solution
Finding the right person with the right spare parts to assign Job at hand	<p>Built in process to define the rules for automated dispatch of field service technicians ensuring that you have the right technician at the right place and at the right time.</p> <p>Optima Pro also has a feature to request parts on the fly from fellow technicians and depot locations by the appropriate stock search. Find parts sooner than ever now.</p>
Managing Complex Service Billing/Invoicing	<p>Define your own Templates for Invoices and email communications. Generate Quotes and Proforma Invoices and send them to customers for approval.</p> <p>Raise Invoices for the customer after the Work Order is complete and send it to the customer representative right away from your Phone.</p>
Maintaining Service Delivery Consistency	<p>Pre-configured for Salesforce1 to give Field Service Technicians the access to the live data for view and updates anytime and anywhere.</p> <p>The standard process for Technicians built in which gives them easy access to perform field service operations and report back to the Service Organization.</p>
Missed revenue opportunities because of failure to automated renewal reminders	<p>Never miss out on the renewal reminders for the service contracts with Optima Pro. Get higher recurring revenue year on year.</p>

How Optima Pro Can Help You

Damco's strong industry experience and Salesforce platform with its superior mobility and availability makes Optima Pro an ideal partner for your business growth. No matter what challenge you have there is always a solution and we at Damco are constantly reinventing ourselves to bring the right solution to you. We don't commit that Standard Optima Pro can match your business processes and requirements fully but what we commit is that we can customize Optima Pro further for you to make it a perfect fit for your business.

Why to miss out the business growth, high customer satisfaction and profitability when you can do that by using Optima Pro.

- Built on the trusted Salesforce.com platform ensuring reliability, security and high performance.
- Offers streamlined process flow and automation for easier, quicker and accurate completion of business processes without introducing human errors.
- Best in class automation features for easy and hassle free customer service.
- Built in Google Maps based Geo-location based address validation features.
- Support for both Tenure based and Usage based Warranty and Service Contract entitlement.
- Works on Salesforce Force.com Enterprise edition license for the features needed by Field Service personnel ensuring enhanced cost benefits.

About Damco

Damco is a perfect technology partner enabling enterprises to make profound IT impact on their businesses in the constantly changing marketplace. For around two decades, we have been a steadfast company focused on the progress of our clients and developing trustworthy relationships with our customers, partners and employees.

With strong experience across multiple industry verticals, domains and geographies on multiple technology platforms Damco has been able to provide quality solutions to its esteemed clientele over the span of last 20 years.

Damco Salesforce CoE has helped businesses improve workforce productivity, as they work to achieve customer satisfaction and implement technology best practices. Our team of Salesforce Experts and tech pros help businesses to leverage Salesforce to improve workforce productivity, customer satisfaction and develop powerful and scalable products faster.



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