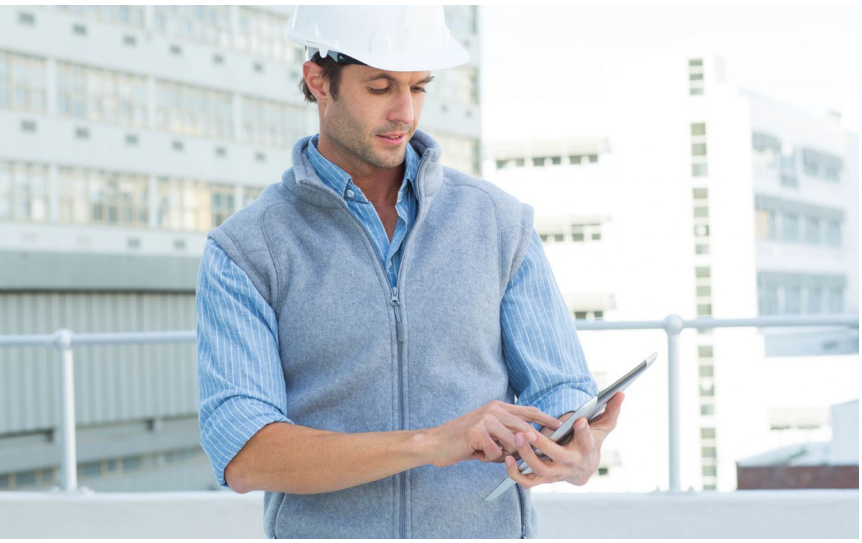
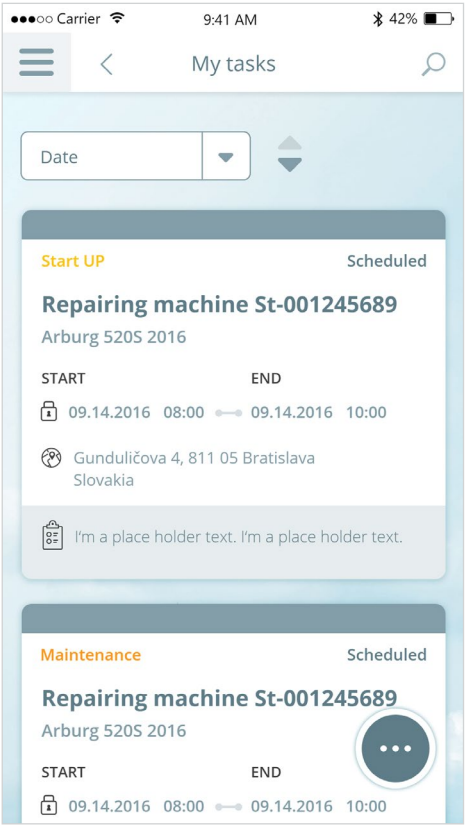
SCS planning

The SCS planning module from SCS is an operational service management solution. It provides you with optimal back-office support and cutting edge service technician assistance capable of running offline.

If a malfunction occurs, a service ticket is created with specific tasks for eliminating the problem. Based on the system affected and the service event, SCS automatically identifies appropriate employees and suggests them to the dispatcher.



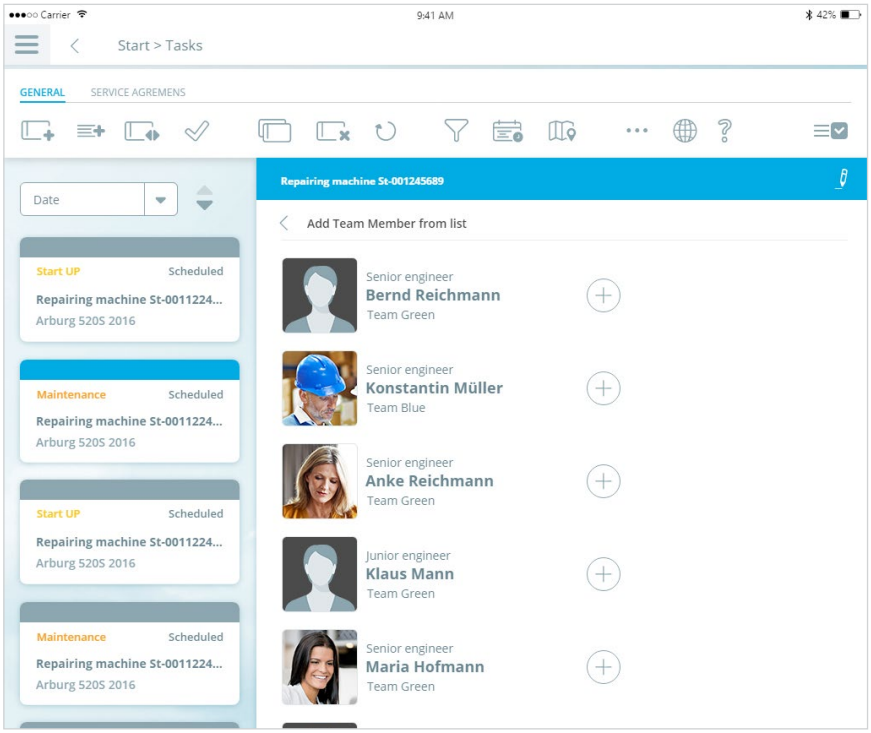


The dispatcher can schedule and reschedule the tasks. Once the planning is complete, the task is automatically added to the designated service technician. The tasks assigned in this process are transmitted to the service technician's mobile device and displayed in the SCS app.

The service technician receives all of the task-related information necessary to complete the job. The technician documents the time spent for travel and work, as well as the materials used, and enters any other information necessary for carrying out the service call. After the customer has signed off on the work, all data is transmitted back into the SCS cloud system.

To enable further administrative processing, SCS is directly connected to your ERP system.

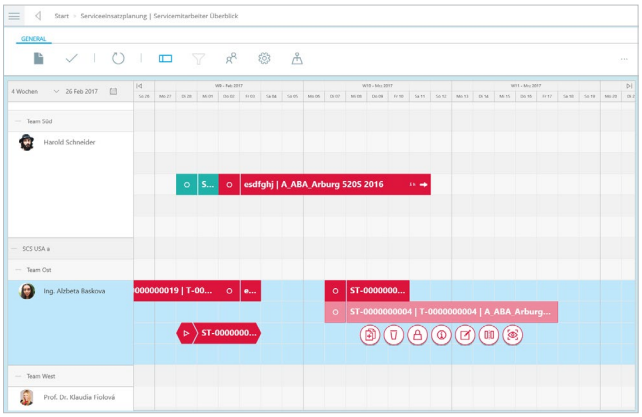
Innovative user interface



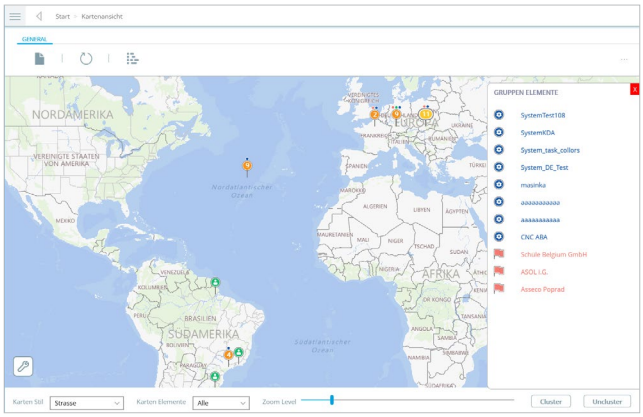
With SCS, intelligent service means that:

- Service technicians can complete their tasks "offline". No permanent data connection (WiFi, telephone company) is necessary. Synchronization with the SCS cloud takes place automatically.
- Incredibly easy to use app for service technicians: more service, less administration, no paperwork.
- Accelerated processing on site.
- Accelerated settlement.
- Improved documentation and invoicing processes.

Gantt chart for easy planning



Integrated map view



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