NetScore

NetScore Field Service & Maintenance

For NetSuite

NetScore Field Service & Maintenance for NetSuite provides service & maintenance management for scheduled preventative maintenance, repairs, service contracts and corrective maintenance of equipment. We leverage NetSuite records and transactions to create service contracts, technician scheduling and inventory management in real time, assigning and routing service work orders.

Benefits

Native NetSuite Application

NetScore Field Service & Maintenance is built native for NetSuite, it does not require any integrations or thirdparty plugins.

One Solution for Labour and Inventory Parts

Inventory for spare parts and technician availability will be displayed in real time for efficient utilization of resources.

Schedules and Alerts for Maintenance

Timely maintenance of equipment helps to increase the life time and productivity, while decreasing the repair costs and break downs.

Manage different Contract Types

Different contract types for warranty , non- warranty, Annual Maintenance Contracts with different types for labour and inventory parts are managed in a single system.

NetScore Field Service & Maintenance

01 Maintenance Request
02 Work Order
03 Technician Assignment
04 Parts & Labour Activity
05 Quote \ Billing
06 Customer Feedback

Real-time Information Flow Across the Repair Shop Floor

Status of each work order, technician and inventory spare parts is visible across the shop floor in real time for better prioritization and utilization of resources.

NetScore Field Service & Maintenance for NetSuite

Features

- **Scheduled Preventative Maintenance**

  Each asset can be scheduled for preventative maintenance. Automated work orders with Spares and Inventory are created and assigned to supervisor of the asset.

- **Job Work Orders**

  Work Order with Labour and Inventory management is setup with different types for tracking and repair status of equipment.

- **Track and Charge for Spare Parts used and Technician Time**

  Spare parts and Labour can be set to be charged individually to customer or can be used as inhouse maintenance repairs on the same work order.

- **Employee Eligibility and Qualification**

  Based on employee qualification and criteria for different jobs, work orders are assigned to the right person for the right job.

- **Automated Quote & Invoice**

  Quotes and Invoices are created automatically which are set to be charged to the customer on work order.

- **Customizable Application**

  Can be customized to suit your specific service and maintenance requirements.

- **Alerts and Email Notifications**

  Scheduled maintenance alerts and status emails of work orders are sent automatically for all stake holders.