

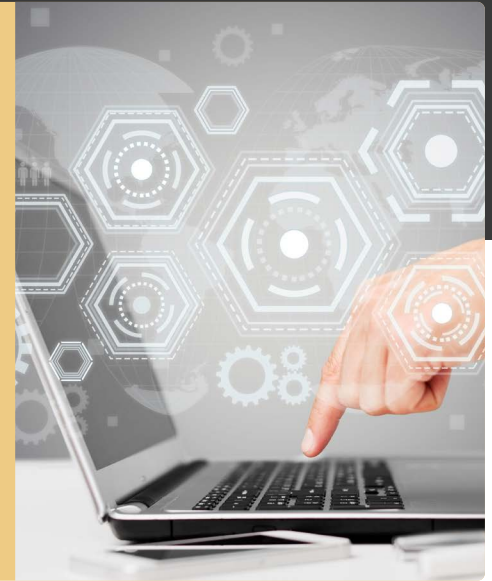
CLAAS Service Office PRO

Improve your workshop efficiency and effectiveness

We have developed a seamless process integration between CLAAS Service Office PRO and your Ibcos Gold dealer management system. It supports agricultural machinery dealers to adopt a better way of managing their service processes, therefore benefitting dealerships, workshop engineers and customers.

Part of the wider "CLAAS Service of the Future" initiative, Service Office PRO supports the whole service process from job creation to end, from the initiation of a service event to its closure and confirmation by the customer.

It enables the dealer to easily plan, execute and document a service job for CLAAS equipment and other manufacturers' machines (subject to license). It provides different user interfaces for the dealer (a service manager web portal) and the service technician (an engineer app).



What are the key benefits?



Send and receive work orders seamlessly

No matter where the job was initially created, job data flows seamlessly between Gold, Service Office PRO and Service Office mobile app, keeping all systems up to date whilst jobs are in progress.



Reduce the time and effort required to support workshop processes

With all job changes and updates synced to Gold, there is no need to rekey data for billing and payment.



Track engineer time and attendance

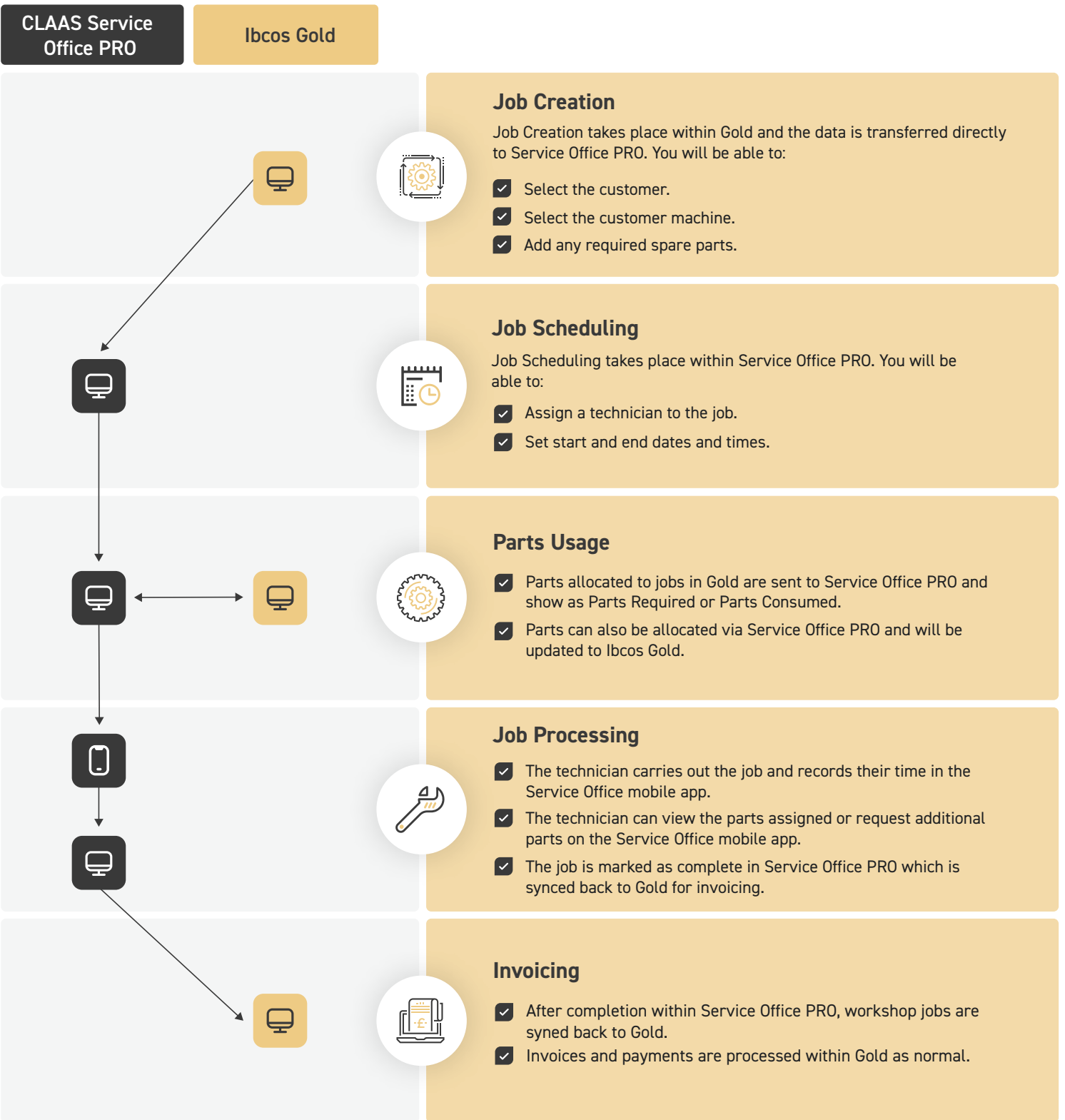
Gain a better understanding of your engineers work by tracking an engineer's time on work orders, overhead time and absence.



Easily manage part consumption

Parts that have been added to a work order in Gold are reflected on Service Office PRO and vice versa. This includes updates from engineers on used and unused parts.

How does it work?



Legend:



Takes place within Ibcos Gold



Takes place within CLAAS Service Office PRO web portal



Takes place within Service Office mobile app

Want to learn more about Service Office PRO?

Visit www.customer.ibcos.co.uk/claas-service-office-pro

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