

Solutions for Service



Post-sale service, contracted maintenance or project related services – or even a combination of these – drives the need for tight cost control, recording & communication and performance reporting.

Whether your business is solely geared towards service management or also manufacturing, distribution or both – information from all departments is key to ensuring and maintaining high customer satisfaction. Real-time information is imperative to give you a competitive edge and this is how the Sage X3 Service Solution can help.

Automate and adapt

Designed to help businesses increase agility, responsiveness and productivity, Sage X3 is characterised by its ability to automate any type of process and adapt quickly to all kinds of situations.

Sage X3 is key to improving enterprise flexibility: modular and flexible structure can be adapted to suit all kinds of organisations.

With configurable Sage Visual Processes, Sage X3 makes it easy to implement new procedures for each role within the company.

Contracts & Warranty Management

Providing for management of differing service contract types, definition of cover and charging basis including component and labour elements. Optional automatic generation from sales.

Returns Management

Full Returns Management mechanism: RMA generation, tracking, receipts against RMA and reporting.

“TXO was growing at a phenomenal rate, and we were struggling with lots of unconnected solutions for different parts of the business, none of which were integrated. We needed to invest in a single fully integrated solution to provide us with the correct infrastructure to enable us to grow and take the business global. Sage X3 has simply transformed our business.”

Alan Ockenden, CEO, TXO Systems



"We now have immediate access to data across the entire business in a single place. The Inixion team, who were recommended to us by Sage, helped to deliver the project on time and on budget."

Alex Vacalopoulos, Group Financial Controller, Babcock Mission Critical Systems

Installed Base & Knowledge Base

Automatically generated from sales to include: location, physical item identification, information storage/retrieval and history. Can be automatically queried by the Service Request for known solutions.

Service requests

Identification of installed base and associated after-sales bill of materials with multiple allocation options including automation, time stamping, address management, spare parts consumption and stock issue monitoring. Planning of actions and recording of completed actions with solution identification and definition.

Project traceability

Full Project/Job traceability and in-depth quality control management are embedded throughout all purchase, sales and production transactions, including comprehensive subcontracting management: outsource one or more operations, project tracking functions with full visibility and traceability of costs and project progress.

Inixion

A dedicated team of specialists with many years of experience of implementing ERP solutions.



Committed

We deliver within realistic and agreed budgets and timescales.



Supportive

We'll remain an integral part of your Sage X3 team.



Focused

Our teams are highly skilled and solely focused on Sage X3.



Understanding

We take time to really understand your business.

Sage X3 Core Business Management Capabilities

- Accounting and financial management
- Inventory management
- Purchasing
- Service
- Customer relationship management (CRM)
- Manufacturing management
- Customer Service
- Workflow
- Business Intelligence
- Sales management

Sage X3 Technology

- Common data source
- Mobile
- Cloud, private-hosted or on-premise
- Any device: PC, Windows, iOS, Android, Linux