



Enterprise Portal for Service Management

Dynamics Software Enterprise Portal Service Management for Microsoft Dynamics™ AX makes it easy for you to connect your service community over the Internet.

Key Benefits:

- Connects you with customers, and employees via the web
- Provides you with a customized Web browser for business application information and functionality
- Increases your service level towards your customers
- Enter and update service calls via the web
- Provide customers with contract and service object data
- Upload counter readouts via the web

Enterprise Portal Service Management is the web extension of Dynamics Software Service Management for Microsoft Dynamics™ AX.

HRM and Financials and Dynamics Software Service Management for Microsoft Dynamics™ AX to help improve your overall business performance.

Customer Self Service

Use the Internet to deliver company and product information to your customers. Enterprise Portal Service Management allows access to your business regardless of time zones, languages and geographical barriers. Your business is always open and your customers can do business with you the way they want. Making use of Dynamics Software Service Management for Microsoft Dynamics™ AX functionality such as service calls, service objects and contracts they will immediately receive accurate information.

With Enterprise Portal Service Management, you can also offer your customers the same service they would get from your call center. Instead of calling they can directly enter there service calls via the web, which is cost efficient and fast. The data entered by the customer will be directly visible in the service call overview screen of Dynamics Software Service Management for Microsoft Dynamics™ AX, where you can work on the follow up.

Call number	Call type	Call status	Subject	Action date	Deadline date	the quantity counter value
S4000026	SVC	Created	Maintenance required	9-1-2006	10-1-2006	0,00
S4000027	SVC	Invoice/Ready	Broken entry system	17-1-2006	17-1-2006	0,00
S4000028	SVC	On Hand	Entry system fails	20-2-2006	17-2-2006	0,00
S4000029	Maint	Created	Autovac needs to be reconfigured	16-2-2006	17-2-2006	0,00
S4000023	PMaint	Assigned	Maintenance	1-6-2006	6-6-2006	0,00

Fig 1: Service call overview

Enterprise Portal Service Management provides you the key functionality you need to manage your service business via the world wide web. Enterprise Portal Service Management is a fully integrated Microsoft Dynamics™ AX and Dynamics Software Service Management for Microsoft Dynamics™ AX.

Microsoft Dynamics™ AX is an all-in-one solution that gives you real time connectivity across your business. Enterprise Portal can exchange information with all functional areas in the solution such as Product Builder, Sales and Marketing,

Contract - Contract: Sco000015		
General	Contract holder	Content
Identification		
Contract:	Sco000015	
Invoice project:	Sco000015	
Region code:	North	
Info		
Contract version number:	2	
Contract type:	MaintAllIn	
Contract status:	Active	
Contract type		
Contract type:	MaintAllIn	
Description:	Maintenance Contract All In	
Duration		
Start date:	1-1-2006	
End date:	31-12-2006	
Restart:		
Actual end date:		

Fig 2: Contract information

Empower your employees

Offer anywhere, anytime business information access to your employees through a Web browser. With Enterprise Portal, your employees won't waste time looking for information, because the information they need to make accurate and quick business decisions is delivered. What is scheduled on which date, what kind of service objects or service contracts has this client.

Your employees working on remote sites or on the road can use their Web portal to look up there service task for the next day or enter and update service calls. You can also connect other employees who don't need the complete Microsoft Dynamics™ AX client access. External contacts who previously worked outside your ERP system (for example,

with outdated paper reports) can use Microsoft Dynamics™ AX Enterprise Portal and Enterprise Portal Service Management to connect and work directly with your business data.

Uploading counter readouts

For certain type of service objects you want to keep track of the counter readouts of these objects (think of copiers or printers). Instead of calling to your service organization you customers or field engineers can upload the counter readouts them selves. Via the Enterprise Portal Service Management the customer or field engineer can easily upload the counter readouts by using a default file layout (.csv file). The uploaded counter value will be stored on the service object.



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About Dynamics Software

Dynamics Software Enterprise Portal Service Management is developed and maintained by Dynamics Software AG. Dynamics Software is a certified Microsoft Dynamics™ AX Independent Software Vendor (ISV). For more details you can contact the Dynamics Software Sales team.

Microsoft Dynamics™ AX is developed by Microsoft Corporation and marketed and distributed worldwide.

This information is based on Dynamics Software Service Management 2.0 and 1.85 for Microsoft Dynamics™ AX version 4.0 and 3.0. The solution is available in multiple languages.

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Data summary sheet

Dynamics Software Enterprise Portal for Service Management for Microsoft Dynamics™ AX

Main features	Description
ENTERPRISE PORTAL PLATFORM	<ul style="list-style-type: none"> Designed for security Usable for Intranet, Extranet, Web portal and Online Communities Real-time data and business logic Fully customizable and extendable with built-in tools Rapid deployment using Web-site wizard Multiple language and currency functionality Automatic authentication of users on network
ADVANCED FUNCTIONALITY	<ul style="list-style-type: none"> Access the functionality of Dynamics Software Service Management for Microsoft Dynamics™ AX (such as: Service calls, Service task, service contracts and service objects) Incorporate content from information sources, other back office and front office systems using Web Parts
ROLE AND PERMISSION MANAGEMENT	<ul style="list-style-type: none"> Personalization Flexible role setup Customizable to the exact requirements of any organization All activities leverage the existing Microsoft Axapta business logic
PRECONFIGURED ROLES	<ul style="list-style-type: none"> Employee role & Customer role
FEATURES	<ul style="list-style-type: none"> Ability to create / update and view service calls Ability to view service object data Ability to view contract data Ability to view service task data Ability to upload counter setting via a csv file
Module prerequisites and system requirements	
THE FOLLOWING MODULES AND TECHNOLOGIES ARE REQUIRED:	<ul style="list-style-type: none"> Microsoft Dynamics™ AX 3.0 or later Microsoft Dynamics™ AX Enterprise Portal Framework Microsoft Dynamics™ AX Enterprise Portal – Customer Role Microsoft Dynamics™ AX Enterprise Portal – Employee Role Microsoft Internet Information Server Dynamics Software Service Management for Microsoft Dynamics™ AX 1.82 or later
CLIENTS	<ul style="list-style-type: none"> Microsoft Windows® 98 Microsoft Windows NT 4.0 Microsoft Windows 2000 Microsoft Windows XP
SERVER PLATFORMS	<ul style="list-style-type: none"> Microsoft Windows 2000 Server Microsoft Windows 2000 Adv. Server Microsoft Windows NT 4.0 Microsoft Windows Server 2003 Std. Microsoft Windows Server 2003 Enterprise
WEB SERVER	<ul style="list-style-type: none"> Microsoft Internet Information Server 5.x Microsoft Internet Information Server 6.0 (from Microsoft Dynamics™ AX 3.0 SP2)
DATABASES	<ul style="list-style-type: none"> Microsoft SQL Server™000 Oracle 9i Graph of action codes on time axis OLAP
BROWSER	<ul style="list-style-type: none"> Microsoft Internet Explorer 4.01 Microsoft Internet Explorer 5.5 Microsoft Internet Explorer 6.0