

EveryWare Service

The best possible service

SERVICE
HISTORY

INVENTORY
MANAGEMENT

REAL-TIME
INFORMATION

WORKS ALWAYS
& EVERYWHERE



EQUIPMENT
INFORMATION

CUSTOMER
INFORMATION

DIRECT
INVOICING

MOBILE
EFFICIENCY



Easy to use & intuitive

You can make a difference by offering excellent service to your customers. This requires access to correct and up to date information. Dysel's EveryWare is a Microsoft Dynamics NAV based field service solution which provides you, always and everywhere, the information you need. It is completely integrated with your back office, easy to use and intuitive which allows your mechanics to be more productive and efficient. Whether you want to check the service history, fill in the hours spent on a job, or enter the materials you have used, it can all be done in a second in EveryWare.



Easy to use

For a convenient use, data entry must be simple and the mechanics need fully automated step by step process that guides them without the complexity. Mechanics must have excellent visibility of machine configuration, service history and parts inventory for their service vans,. For these and other common tasks, Dysel has created some standard scenarios in EveryWare. Do you have specific business processes? Then we will adjust the workflow and setup, for an easy and intuitive user experience. Your mechanics will not only work efficiently, at the same time they will find our solution to be very user friendly.

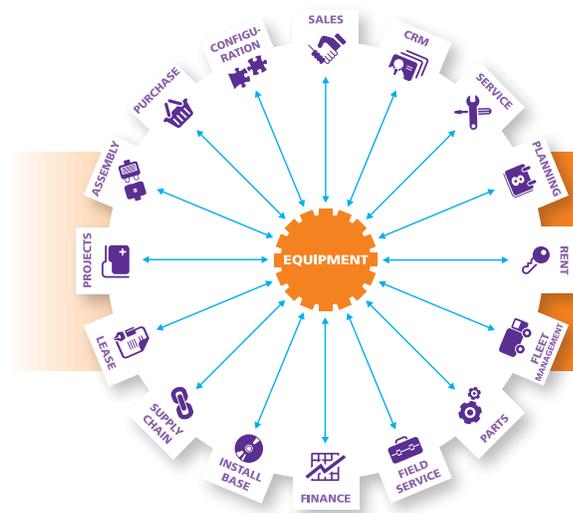
Always and everywhere

Connections to mobile networks might be unavailable from time to time and on specific locations. When your mechanics stop working because they cannot enter data, this will have a negative impact on your profitability. Luckily, EveryWare works always and everywhere. When connection is temporarily lost, data will still be saved and your mechanics can finish their job according to schedule. When the connection is restored data will automatically be transmitted to the central system. Even the local control of our system works without connection. Mechanics receive notifications of possible mistakes in data entry which prevents errors and saves you time consuming correction work.

For all devices and platforms

Our field service solution EveryWare runs on all platforms and devices. This means EveryWare can be used on smartphones, tablets, laptops, and is compatible with the operating systems Android (Google), iOS (Apple) and Windows (Microsoft).

With EveryWare your mechanics can work with the device that has the best fit with their job. Do you wish to use EveryWare in combination with other back office systems, for example your inventory or administration? With Dysel as a business partner you have the flexibility to choose the software packages you prefer. We take care of the connections and integration and will make sure you get the most out of your IT environment.



Quick and efficient administration

Working with EveryWare is working efficiently. Administrative tasks of your mechanics are limited to the minimum. The simple menu structure enables your mechanics to rapidly register finished jobs and hours spent. EveryWare will eliminate the need for paper work orders and duplicate entries which will prevent errors. Your mechanics can focus on their core activities and leave the administrative processes to the system.

Complete integration



Up to date real-time information

EveryWare is of course completely integrated with our Equipment Life Cycle (ELC) solution. Do you prefer a different back office program? Or perhaps you wish to use other systems for specific activities or departments? No problem, we provide you the freedom to choose the back office systems you prefer. Whether you use ELC or a different solution, you will always benefit from up to date real time information. Data entered by your mechanics is directly transmitted to the central system and visible at the office. On the other hand, your mechanics can be sure the data they check in the field, such as service history, machine configuration, or customer information is up to date and accurate.

Invoicing

Real-time information offers you even more advantages. By connecting your mechanics to central system and exchanging work order information digitally, you will significantly reduce the customer billing cycles. No more paper work orders handled at the office hours or even days later with delay, errors and duplicate entry as a consequence. EveryWare enables you to invoice quickly and error-free which will improve the cash flow for your organization as well as customer satisfaction.

Total solution

Equipment Life Cycle™

The Equipment Life Cycle (ELC) solution was developed by Dysel in the early nineties and has been improved ever since. ELC is based on Microsoft Dynamics NAV and focuses on organizations occupied with sales, rental and maintenance of machines and materials. The equipment is at the heart of ELC with connections to all business processes. By storing data on one central location, the information for decision making is directly available. Small and midsize organizations, and even multinationals all over the world are successfully using ELC.

Inventory management

An efficiently managed inventory can be a huge cost reduction for your organization. Whether you use our Equipment Life Cycle (ELC) solution or a different program, the connection with EveryWare provides you with maximum insight and control over your inventory. ELC's automated parts inventory system keeps control over your inventory by adjusting it to customer's demand. This reduces the level of your total inventory and improves your turnover rates. But what about the parts used by mechanics during their daily activities? With EveryWare they register the parts just in time and the information is updated at the back end system. As a result, the overview of your inventory is always up to date and accurate.

Improved service history

An up to date and accurate service history is required in order to offer excellent service. In EveryWare your mechanics have a complete overview of all the service jobs performed in the past on each machine. This gives them a clear insight in the state of the machine and helps them in making the right decisions during the upcoming service or repair job. Information on finished jobs is sent to the central system easily and fast which guarantees an up to date service history. Does a machine break down multiple times in a short period of time? Your mechanic is immediately aware of this and anticipates by not performing the standard procedure, but searching for an alternative method to solve the problem.

Long-term business partner



You are continually looking to improve your processes and efficiencies. Your software should not only support this, but drive your business forward too. When you partner with Dysel, our experienced team will provide you with practical software, practical advice, and committed support to seamlessly match this requirement. This is exactly why we invest so much time in long-term partnerships. Together we will grow and improve your business.

The time of flexible system and industry-specific solution implementation has only just begun. Your IT environment must increasingly keep pace with market developments, as well as legislation and regulation. Our passion and commitment will enable your business to maximize its potential. We are willing and able to meet the challenge of helping you to be more successful. Will you team with us in accepting the challenge?

Dysel 
BUSINESS SOFTWARE


Microsoft Partner
Gold Enterprise Resource Planning

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