

**Standardization  
Automation  
Evolution**

# **Hummingbird ERP System**

**Services Order Management**

# Hummingbird - Service Order Management

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## Improve Quotation, Fulfilment, and Delivery Processes

### Boost Service Efficiency and Simplify Operations

In today's fast-paced business environment, effective service management is key to staying competitive. The Hummingbird ERP System's Services Module is tailored to help service-oriented businesses streamline their day-to-day operations and achieve optimal efficiency.

#### KEY FEATURES

- **ENHANCE SERVICE PROCESS EFFICIENCY**  
Streamline service workflows to maximize operational productivity.
- **INTEGRATION WITH INVENTORY MODULE**  
Seamlessly manage service material consumption through integration with the Inventory Module.
- **SERVICE TASK ASSIGNEE CONTROL**  
Assign tasks to specific users, ensuring controlled access and preventing unauthorized interactions.
- **SUPPORT FOR VARIOUS SERVICE RESULTS**  
Report service outcomes with flexibility—whether as a straightforward result or a collection of predefined, complex outcomes.
- **INTEGRATION WITH FINANCE MODULE**  
Automatically generate service invoices, accounts receivable (AR), and material consumption postings for streamlined financial management.
- **MOBILE APP FOR ONSITE SERVICE REPORTING**  
Enable real-time reporting for onsite services through a dedicated mobile application.

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#### ABOUT TUNING

Tuning is an IT Technology Company providing state of the art ERP solution targeting small and medium sized companies. We help our customers with a cost efficient and easy to use ERP solution that meets the demands of today's fast phase and ever- changing business environment.

## SERVICE ORDER MANAGEMENT FEATURES AND CAPABILITIES

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### Enhanced Daily Process Efficiency

The Services Module revolutionizes service workflows, ensuring operations run more smoothly and response times are faster.

By automating routine tasks, the system enables service teams to dedicate more time to delivering outstanding customer experiences.

### Seamless Integration with Inventory Management

The Services Module integrates effortlessly with the Inventory Module, providing real-time tracking of service material consumption.

This ensures accurate inventory management and keeps service technicians equipped with the necessary materials at all times through automatic stock updates.

### Service Task Assignee Controller

Streamline task delegation with the Service Task Assignee Controller.

Tasks can be assigned to specific user(s), guaranteeing ownership and accountability while preventing unauthorized access or interference from others. This feature fosters efficiency and transparency in task management.

### Flexible Service Results Reporting

Adaptable to diverse service outcomes, the Services Module offers two reporting options:

- **Single Straightforward Result:** Ideal for quick fixes or routine maintenance.
- **Pre-defined Complex Outcomes:** Designed for tasks that require multiple steps or detailed procedures, ensuring comprehensive reporting for more intricate service operations.

### Integration with Finance Module

Connect your service operations seamlessly with financial management through the Finance Module.

- **Automated Service Invoice Generation:** Generate invoices directly based on completed service tasks.
- **Accounts Receivable (AR) Management:** Track payments, outstanding balances, and streamline cash flow.
- **Materials Consumption Posting:** Maintain precise financial records for materials used during service tasks.

### Mobile App for Onsite Service Reporting

Empower service technicians with a robust mobile app for real-time onsite service reporting.

- Capture and upload photos, notes, and customer signatures directly from the job site.
- Sync all data seamlessly with the ERP system, ensuring accurate, up-to-date records and faster service documentation.

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