

MYOB Greentree

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# Service and Asset Management

A photograph of a person's hands interacting with a tablet computer. The tablet screen displays a data visualization, possibly a bar chart or dashboard. The entire image is overlaid with a semi-transparent purple gradient, which is darker at the top and bottom and lighter in the middle. The background shows other people in a meeting setting, but they are out of focus.

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# Introducing MYOB Greentree Service and Asset Management

Whether your organisation grapples with internal service and equipment maintenance demands or you are a service provider delivering to meet customer expectations, missed service calls, overlooked requests, late maintenance, unscheduled downtime, cost overruns and potentially unbilled service delivery all erode business performance.

Eradicate these risks with MYOB Greentree's Service and Asset Management suite: all the tools needed to maximise service levels provided to internal or external 'customers' and to effectively manage the diverse needs of plant and equipment maintenance.

MYOB Greentree is a complete ERP solution which means all processes are automatically integrated with your other Greentree business functions such as purchasing, inventory, fixed assets and occupational health and safety.



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# Service Mobile

MYOB Greentree Service Mobile transforms the way your field staff work with highly intuitive software design that connects them directly to your core MYOB Greentree business system. Work faster, smarter and deliver a better customer service experience than ever before.

## Workspace for service

Your field staff will always have the information they need, right where they need it – displayed in a way that makes sense to them.

## Organisations

Everything your service team needs to know about their customer in one easy to search location.

## Contacts

Comprehensively capturing all your contact information, including an Activity tab to track more details and Maps embedded to make every contact easy to find.

## Relationship centre

All the activities related to customer and supplier organisations brought together in one place – historical and upcoming.

## Service calls and requests

Manage your work day from one easy-to-use panel. Identify and prioritise work that is yet to be allocated then track each job as it is completed and seamlessly move to invoicing.

## Assets

See the equipment your customer owns and its service history as recorded in your system. Records are automatically updated as the work is completed.

## Timeline

Know the key times and dates for any service work based on your agreed SLAs or regulatory requirements. Using the Approvals and Alerts engine, build escalations based on those deadlines.

# Timesheets Mobile

Capture time on-the-go, as you work. Designed for use by workers in the field or back at the office. Incredibly intuitive and easy to use, built on the latest browser based technology and as long as you can access the internet, you can work from anywhere. Configure the fields to work the way you do, with in-built reminders so you're never late.

## Summary or detail

Record the total time recorded or log all the detail of start, finish and break times. Save at any point, then return to add more detail before submission.

## Easily configurable

Capture time based on work done, who did it, job rates or any other variable – makes sure maximum revenue charged for the work completed.

## Format it your way

Using Screen Designer, tailor Timesheets to work the way you want it to: reorder or hide fields and columns, change labels – work it your way.

## Cross company

If you work for a group of companies, each company is assigned a line in your timesheet with the related jobs automatically displayed when selected.

## Built in reminders

Users are alerted if they're late with timesheets or too little (or too much) time appears to have been recorded.

## Approvals

Use Approvals and Alerts to enable real-time approval plus manage queries on a line-by-line basis so the rest of the timesheet can be submitted on time.

## Summary view

Instantly scan the total hours recorded against the hours scheduled.

## Work anywhere

Designed for the field, browser-based access to ensure the most timely capture, minute-by-minute, as you work.

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# eService

Give your customers access to the self-service information systems they expect and ultimately remain satisfied doing business with you. MYOB Greentree's eService module is an easy-to-use system for customers and staff to interact with your business on the web.

## Self-service management

Give customers, resellers and staff the ability to raise and track service requests resulting in better communication and faster issue resolution. Establish a single point of reference through the unlimited ability to attach documentation to any record.

## Rapid implementation

Get started quickly with eService; designed for rapid implementation into almost any service-based organisation with a wide range of built-in functions.

## Access to Knowledge Base

Watch your service costs plummet by offering users the ability to resolve their own issues within a secure environment without having to contact your Help Desk.

## Live update

Have information presented on live workflow desktops giving instant visibility of service calls and greatly improving issue resolution times.

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# Customer Service

Use MYOB Greentree's Customer Service module to deliver the best experience for your clients and drive the highest possible customer satisfaction levels. With full integration to the rest of MYOB Greentree, costing and billing of service work becomes a natural part of how you do business.

## Service Planning and Management

Optimise service response rates and resource effectiveness with easy-to-use visual planner. Successfully meet all service-levels commitments using pre-emptive escalations and alerts. Demonstrate effectiveness with the built-in tools to measure and report on performance. Easily manage customers and services across multiple locations and time zones.

## Help Desk

Drastically cut the costs of customer support requests (received via web, phone or email) with full tracking,

Want to learn how MYOB Greentree  
can work for your business?  
Schedule a demonstration today.

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