



Field Service Inventory & Parts

Remotely manage movement between stocking locations

Defective products, missing parts and messy returns are a major drain on your profitability and a major strain on your customer relationships. They also represent a unique opportunity, and a timely, hassle-free replacement or repair that can result in a customer even more loyal to you than before. Also, a quick turn-around of refurbished products or parts can significantly lower costs and positively impact your bottom line. Whether you employ a field service or depot repair strategy to service your customers, DEX Systems Field Service Inventory can help you resolve customer issues in the fastest, most efficient way possible.

Features

- Remotely manage inventory for: parts requests, RMAs, stock adjustment or stock transfer
- Provide service partners a real-time view into parts availability
- Grant the ability to request/ship parts and initiate/close parts transactions
- Handle high volume via batch entitlement checks, barcode-enabled receipts & more
- Feed parts availability information back into the field service process to ensure first time fixes
- Empower field technicians to order parts or log the use of a part in real-time

Benefits

- Increase customer satisfaction rates and profitability
- Increase first-time fix rates by ensuring the arrival of the correct parts
- Reduce inventory costs by minimizing parts leakage and write-downs
- Reduce costs by using refurbished products/parts to increase spare parts inventory
- Comply with regulatory requirements by providing audit trails on all parts movements
- Increase field technician utilization rates by making easier and faster to order parts

The DEX Systems solution for Field Service Inventory & Parts is part of the DEX Systems family of solutions, a cloud-based or on-premise software platform designed to manage and control all aspects of your service parts network. Whether you implement a single solution at a time or the entire platform, DEX Systems helps simplify your operations, while enabling informed decisions that result in greater productivity, cost reductions, and improved customer satisfaction.

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Field Service Inventory & Parts Solution



Forward Stocking
Locations Management



Field Service
Management



Inventory
Management



Global Parts
Fulfillment Network



Product Replenishment
Rebalancing Stock