



piaX Service

The link between resource planning and billing

With piaX - Service you integrate your service technicians seamlessly into your ERP system and make your service process more precise and faster. Your service technicians always have access to the service orders with comprehensive Information about the maintenance object, including documents and product files, even without mobile phone coverage.

All service data come directly from proALPHA and, thanks to piaX, are available directly in MS Outlook Ready to edit. After recording the required times, costs, material or reports, all data is fully synchronized with proALPHA. Invoice the orders promptly, without having to type the service orders again. You can save all signed service report in the DMS straight away.

With all of these functions, your service has a user-friendly interface in Outlook with search and selection functions.



Completely available offline



Directly in MS Outlook

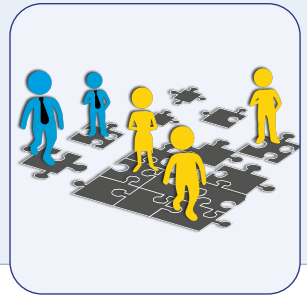
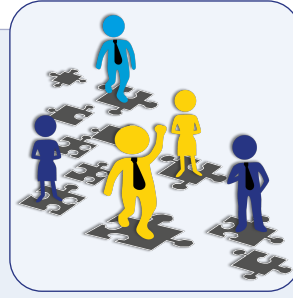


Standard bi-directional
interface to proALPHA

Your benefits with piaX service:

- All service data and documents available directly in Microsoft Outlook
- No follow-up thanks to digital confirmation of service orders
- Work offline, anywhere, anytime
- End-to-end service process from incoming orders to billing
- Direct recording of costs, material, time, types of errors and much more
- Overview of changes to the service object in the product file

This is what piaX service offers you



Quick access to all-important information

- View customer and service master data
- Detailed information about the service object and planned activities
- Integration of documents and reports
- All information available on the go and offline, even without cellular coverage



Consistent service processes

- Record and report activities, materials, costs, measurements, times directly in the service order
- Seamless integration in proALPHA for prompt order settlement



Paperless work for more service quality

- Validation of entries for higher data quality
- Maintain product files on the go
- No subsequent entry of service orders
- Create a digital service report, sign it and send it by email
- Determine parts precisely based on the parts master with serial numbers



Work directly in MS Outlook

- Link to MS Outlook calendar and contacts
 - Archive emails directly for service orders
 - Comprehensive search and selection functions
 - User-friendly operation

User-friendly operation



piaX - Outlook

Was möchten Sie tun?

piaX-Kontakt erstellen, piaX-Kontakt löschen, Kontakt in piaX überführen, Email archivieren, Kalenderreiter in piaX überführen, Serviceauftrag erstellen, Serviceauftrag löschen, Firmendokumente anzeigen, Reisekostenerfassung erstellen, Reisekostenerfassung löschen, piaX-Optionen, piaX

piaX - Service Orders

Search

Order Status

Start Date	Start time	End Date	End time	Document Number	Order Type	Order Category	Service Object	Name	Order Status	ZIP Code	City
Order Status: Completed											
7/21/2005	12:00 AM	7/21/2005	11:59 PM	14200009	Service Order			Strom Max e G.	Completed	55135	Main
9/6/2005	12:00 AM	9/6/2005	11:59 PM	14200001	Service Order			Strom Max e G.	Completed	55135	Main
9/15/2005	12:00 AM	9/16/2005	11:59 AM	14200004	Rush Service Order			Ronnenberger Ges. f.	Completed	30952	Ronn
9/19/2005	12:00 AM	9/20/2005	11:59 PM	14200002	Service Order			Ronnenberger Ges. f.	Completed	30952	Ronn
9/21/2005	12:00 AM	9/21/2005	11:59 PM	14200016	Service Order			StromMax e G.	Completed	55124	Main
7/5/2007	12:00 AM	7/5/2007	11:59 PM	14200020	Service Order			Strom Max e G.	Completed	55135	Main
7/6/2007	12:00 AM	7/6/2007	11:59 PM	14200021	Rush Service Order			Ronnenberger Ges. f.	Completed	30952	Ronn
7/12/2007	12:00 AM	7/13/2007	11:59 PM	14200026	Rush Service Order			Strom Max e G.	Completed	55135	Main
11/15/2007	12:00 AM	11/16/2007	11:59 PM	14200028	Service Order			Strom Max e G.	Completed	55135	Main
11/16/2007	12:00 AM	11/21/2007	11:59 PM	14200029	Service Order			Strom Max e G.	Completed	55135	Main
11/19/2007	12:00 AM	11/22/2007	11:59 PM	14200030	Rush Service Order			Ronnenberger Ges. f.	Completed	30952	Ronn
1/2/2008	12:00 AM	1/4/2008	11:59 PM	14200034	Service Order			Ronnenberger Ges. f.	Completed	30952	Ronn
1/3/2008	12:00 AM	1/3/2008	11:59 PM	14200037	Service Order			Ronnenberger Ges. f.	Completed	30952	Ronn
1/9/2008	12:00 AM	1/10/2008	11:59 PM	14200035	Service Order			Ronnenberger Ges. f.	Completed	30952	Ronn
1/9/2008	12:00 AM	1/15/2008	11:59 PM	14200038	Rush Service Order			Ronnenberger Ges. f.	Completed	30952	Ronn
1/14/2008	12:00 AM	1/18/2008	11:59 PM	14200036	Service Order			Ronnenberger Ges. f.	Completed	30952	Ronn
1/18/2008	12:00 AM	1/18/2008	11:59 PM	14200041	Service Order			MBT GmbH	Completed	97084	Würz
Order Status: In Processing											
1/28/2008	12:00 AM	6/30/2014	11:59 PM	14200039	Service Order		100001	Energie LE GmbH	In Processing	04349	Leipz
9/23/2019	12:00 AM	9/23/2019	11:59 PM	14200047	Service Order	Manager's Order	100000	Strom Max e G.	In Processing	55135	Main
9/24/2019	12:00 AM	9/24/2019	11:59 PM	14200048	Service Order	Service		Hamburger Vlerf Ge...	In Processing	42561	Ham
Order Status: Ordered											
3/3/2008	12:00 AM	3/3/2008	11:59 PM	14200043	Service Order			US Machinery Inc.	Ordered	15238	Pittst
3/7/2008	12:00 AM	3/7/2008	11:59 PM	14200040	Service Order		100000	Strom Max e G.	Ordered	55135	Main
10/9/2017	12:00 AM	10/9/2017	11:59 PM	14200045	Service Order	Service		StromMax e G.	Ordered	55135	Main
10/10/2019	12:00 AM	10/10/2019	11:59 PM	14200049	Service Order	Service		Teamwork Baumärkte	Ordered	30655	Hann
10/10/2019	12:00 AM	10/10/2019	11:59 PM	14200050	Service Order	Service		Strom Max e G.	Ordered	55135	Main
10/22/2019	12:00 AM	10/22/2019	11:59 PM	14200053	Service Order	Service		StromMax e G.	Ordered	55124	Main
12/3/2019	12:00 AM	12/3/2019	11:59 PM	14200059	Service Order	Manager's Order		StromMax e G.	Ordered	55124	Main

Fertig

Alle Ordner sind auf dem neuesten Stand. Verbunden mit Microsoft Exchange

User-friendly operation

With piaX - Service you keep an overview of your service orders. You can see at a glance which orders are still open or which have already been confirmed. For optimal data quality, piaX automatically checks your order entries before the data is written back to proALPHA.

piaX-Service perfectly integrated in proALPHA



Service Order 14200047

Return Infos

Save and Close Save Add Material Delete Material Add Material Delete Material Add Document Print

14200047 / Manager's Order - Materials
Strom Max e.G., Raiffeisenstraße 5, 55135 Mainz

Drag a column header here to group by that column

Status	Line	Planned	Part	Part (long)	Quantity	Used	Storage UoM	Print	Calculation
Optional	1	<input checked="" type="checkbox"/>	1300010	CEE Coupler 5x16A, 6h IP...	2	0	Units	-	Billable
Optional	1	<input checked="" type="checkbox"/>	5000061	Drive Shaft XS	2	0	Units	-	Billable

Add Material

Line	Serial Number	Line	Operation (long)
0		1	A205*
1	BA-000001	1	Diagnose (Hourly Rate Instal...
1	BA-000001	2	Mech Prüfsum (Hourly Rate I...
1	BA-000001		

Artikel auswählen

Bearing
Main Storage Area - Shipping ☒ Hide stocks with quantity 0

be

Drag a column header here to group by that column

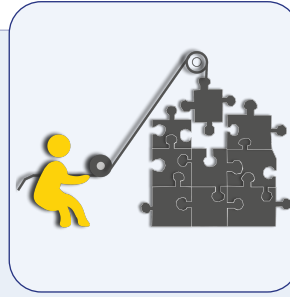
Selection	Search Term	Part	Sort Descrip...	Bestand	Storage UoM	Description1	Description2	Description3	Description4
<input checked="" type="checkbox"/>	Beschichtu...	Beschichtu...	1000001	Beschichtu...	4 Units	Coating PL...			
<input checked="" type="checkbox"/>	Beschichtu...	Beschichtu...	1000002	Beschichtu...	4 Units	Coating PL...			
<input checked="" type="checkbox"/>	Beschichtu...	Beschichtu...	1000003	Beschichtu...	4 Units	Coating PL...			
<input checked="" type="checkbox"/>	Beschichtu...	Beschichtu...	1000004	Beschichtu...	1 Units	Coating PL...			
<input checked="" type="checkbox"/>	Drehwinkel	1144683	Drehwinkel...	2200	Units				
<input checked="" type="checkbox"/>	Beschichtun...	Antriebswell	5000061	Antriebswell...	20 Units	Drive Shaft...			

Ok Cancel

piaX - Service - perfectly integrated in proALPHA

Thanks to the deep integration in proALPHA, the entire parts master from proALPHA is available to you in piaX for material management. Also, keep all order data directly on the service order, without double data entry. This data is then reported back to proALPHA.

Mobile access to your order data



Service Order 14200047

Return Infos

Close Save New Call Edit Call Add standstill Delete standstill Finish standstill Add Document Documents Print

Common

Service Order

Serial Numbers

Meter Readings

Activities

Materials

Costs

Failures

Reports

Completion

14200047 / Manager's Order - Serial Numbers
Strom Max e.G., Raiffeisenstraße 5, 55135 Mainz

Positions

Drag a column header here to group by that column

Line	Part	Serial Number
1	Gasturbine XT15	BA-000001

Serial Number Details

Address: Strom Max e.G., Raiffeisenstraße 5, 55135 Mainz

Serial Number: BA-000001

2nd Serial Number

Serial No. Cat: Coating System

Serial Number Type: Coating System

Specialist: Axel Hemm

To Do

Base Data

Sr#Status: In Use Status Old: In Use

Month Manufactured: 1 Year Manufactured: 2003

Placed in Oprn: Warranty Period: 365

Warranty From: 1/13/2003 Warranty To: 1/13/2004

Work Group: Maintenance 4/4/2008

Certif of Analysis: BA04212 Version: 2005-2

Location of Manuf: Weilerbach

Service Data

Base Measure: Machine Hours Resource Category: Service Interval: Without Maintenance

Remark Features Part Details

Features

Show Order	Feature	Value	Unit
Type: MSS			
Feature Bar: RP1			
0	Schubkraft	30000	kp/W
0	Umdrehung	Drehkraft	U/min

Stillstand von	Stillstand bis	Standstill Cat (L...	Remark	Planned
7/1/2019 8:00...	10/10/2019 9:00...	Repair	Reppen	✓
7/1/2005 8:00...	7/1/2005 5:00...	Maintenance		✓
9/15/2004 8:00...	9/15/2004 12:00...	Repair		✓
6/21/2004 8:00...	6/21/2004 2:00...	Safety Standard...		✓
6/9/2004 8:00...	6/9/2004 4:00...	Maintenance		✓
6/10/2003 8:00...	6/10/2003 4:00...	Maintenance		✓

piaX-Service
*The link between resource
planning and billing*



Mobile access to your order data

Thanks to piaX - Service you have all the data for the service order ready, even in the dead zone. Therefore, you have access to customer and service master data as well as documents and reports on the service object on your mobile device. This makes your service process with piaX paperless.

Generate service reports digitally



Service Order 14200054

Service

Strom Max e.G., Raiffeisenstraße 5, 55135 Mainz

[1] Coatingplant XL - BA-000001, 123-111-2223

■ lyrics

Text External machine in good condition - Maintenance performed - Front bearings replaced -

Follow-up order none

■ activities

Activity	Resource	Start	End	Hours/km	Remarks
mechanical testing (mechanic hourly rate)	Kraus, Norbert	02.06.17 08:00	02.06.17 12:00	3,5	
mechanical testing (mechanic hourly rate)	Krupp, Horst	02.06.17 08:00	02.06.17 12:00	3,50	Inspection of bearings

■ materials

Part	Part designation	Serial number	Consumption	Staff	Comment
1220000	air filters		2	Kraus, Norbert	
5000001	adjustment unit XS		1,000	Kraus, Norbert	

■ costs

Cost type	Ressource	costs	comment	serial number
Shipping flat rate	Kraus, Norbert	1		
travel expenses	Kraus, Norbert	25		



Generate service reports digitally

Generate your service reports directly from the entered confirmation data and then print or export them. After you have signed the report with a tablet or signature pad, save it directly in the DMS or send it. PiaX enables you to have a continuous service process.

Ad hoc service orders



Service Order - 1

Return Infos

Close Save Copy Service Order Add position Delete position New Call Edit Call Add standstill Delete standstill Finish standstill Add Document Documents Print

Common Service Order Positions Calls

-1 / * - Service Order

Job Site

Customer

StromMax e.G.
Raiffeisenstraße 5
55124 Mainz

+49/6131/9721-0
+49/6131/9721-99
einkauf@strommax-eg.de
www.strommax-eg.de

Order Details

Customer 100000 - StromMax e.G.
Purchase Order
Purch Order Date 7/16/2020 Document Date 7/16/2020
Order Category Order Status Ordered
Service Object 100000 - Kunde Ronnenberger Language German
Träger Resource Albert, Marc
CRO Number
Requested Date 7/16/2020 Specialist Jürgen Ackermann
Start Date 7/16/2020 2:00 PM End Date 7/16/2020 11:59 PM
Fixed

Positions Call

Serial Number	2nd Serial Number	Line	Part
BA-000047			-2 Beschichtungsanlage XC
BA-000001			-1 Gasturbine XT15

Downtimes

Stillstand von	Stillstand bis	Standstill Cat (long)	Remark	Planned
7/16/2020 2:00 PM	7/16/2020 5:00 PM	Maintenance (Servic...		<input type="checkbox"/>

Features Header Text Status Assignments (0)

Ad hoc service orders

Enter all services as service orders directly in the piaX. Clearly depict and process all work steps in order processing. The processing progress is also stored. Find out at a glance whether the service order has already been scheduled or whether the service assignment has already started.

Detailed overview of all calls



Prospect 200000 / Customer 100000

StromMax e.G. / Prospect - 200000 / Customer - 100000 / Calls
Raiffeisenstraße 5, 55124 Mainz, Germany

Call Number	Melddatum	Call Status	Explanation	Specialist	Open
10500532	3/24/2020	Received			✓
10500525	3/27/2020	In Processing		Marc Albert	✓
10500526	3/30/2020	Received			✓
10500527	4/4/2020	In Processing	Außerplanmäßige W...	Ilka Heiße	✓
10500528	4/7/2020	Received			✓
10500529	4/22/2020	Received			✓
10500535	5/6/2020	Received		Wolfgang Maier	✓
10500537	5/8/2020	Received	Reparatur notwendig	Harald Bauer	✓
10500538	5/9/2020	Received		Emil Zander	✓
10500539	5/11/2020	Received		Emil Zander	✓
10500540	5/19/2020	Received		Jürgen Ackermann	✓
10500541	5/20/2020	Received		Jürgen Ackermann	✓
10500542	5/25/2020	Received		Harald Bauer	✓
10500546	5/28/2020	Received		Harald Bauer	✓
10500549	6/15/2020	Received		Harald Bauer	✓

Details

Work Group: Service Team/Error Type Analysis | Meldedatum: 3/27/2020 11:41 AM
 Priority: Low | Specialist: Marc Albert
 Ansprechpartner: | ToDo:
 Service Object: | Call Status: In Processing
 | Language: German
 CRO Number: 10200004
 Open: ☒ | Time: Hours 20 Minutes 10
 Doc Information: Beleginfo
 Explanation:

Error Handling

Bearbeitungszeit	Call Status	Handling Type	Internal	Subject	Specialist	ToDo
5/25/2020	In Processing	RMA-Beleg	<input type="checkbox"/>		Marc Albert	
5/25/2020	In Processing	RMA-Beleg	<input type="checkbox"/>		Marc Albert	
5/6/2020	Received	Neuanlage	<input type="checkbox"/>		Emil Zander	

Details

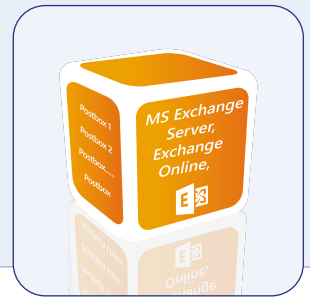
Call Status: In Processing | Bearbeitungszeit: 5/25/2020 10:58 AM
 Handling Type: RMA-Beleg | Time: Hours 12 Minutes 10
 Specialist: Marc Albert | Internal: ☐
 Subject:
 Explanation:
 To Do:
 Specialist To Do: | ToDo:



Detailed overview of all calls

Record queries about the functionality of your products and complaints to your company as a call directly in piaX. In a call, you specify which part has been complained about or what type of complaint has been received. Create a service order directly and easily from a call.

Partial feedback of all service operations



Serviceauftrag -3

Rückmeldung

Schließen Speichern

Auftrag rückmelden Rückmeldung

Neuer Call Calls

Call editieren

Dokument hinzufügen Dokumente

Allgemein

Serviceauftrag

Seriennummern

Zählerstände

Aktivitäten

Materialien

Kosten

Fehlermeldungen

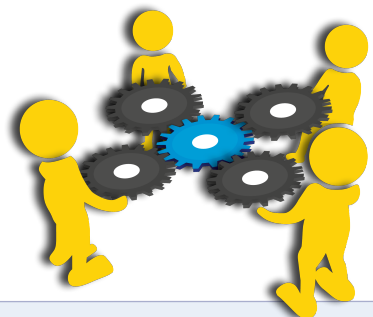
Berichte

Rückmeldung

-3 / * - Rückmeldung

Um den Auftrag rückzumelden, validieren Sie bitte zunächst alle Rückmeldungen.

Position	Teil	Teil	Seriennummer	zweite SerienNr
Position -3	1000000	Gasturbine XT15	SNR BA-000006	
Position -2	1000004	Beschichtungsanlage XC	SNR BA-000047	
Art	Fehler			Konfliktart
Aktivitäten	Keine offenen Rückmeldungen zu Aktivitäten oder Materialien gefunden			piaX
Zählerstände	Keine Rückmeldung gefunden: Leistungserfassung			piaX
Zählerstände	Keine Rückmeldung gefunden: Wartung			piaX
Zählerstände	Keine Rückmeldung gefunden: Reparatur			piaX
Position -1	1000000	Gasturbine XT15	SNR BA-000053	
Art	Fehler			Konfliktart
Zählerstände	Keine Rückmeldung gefunden: Leistungserfassung			piaX
Zählerstände	Keine Rückmeldung gefunden: Wartung			piaX
Zählerstände	Keine Rückmeldung gefunden: Reparatur			piaX
Zählerstände	Keine Rückmeldung gefunden: Stillstand			piaX



Partial feedback of all service operations

With piaX - Service you do not have to do all work activities to confirm an order. Report the services performed, partially or in full. Partial feedback is done conveniently while the measures are being carried out.

Easily record all downtimes



Downtimes					
	Stillstand von ▼	Stillstand bis	Standstill Cat (long)	Remark	Planned
▶	7/1/2019 8:00 AM	10/10/2019 9:00 AM	Repair	Reppen	<input checked="" type="checkbox"/>
	7/1/2005 8:00 AM	7/1/2005 5:00 PM	Maintenance		<input checked="" type="checkbox"/>
	9/15/2004 8:00 AM	9/15/2004 12:00 PM	Repair		<input checked="" type="checkbox"/>
	6/21/2004 8:00 AM	6/21/2004 2:00 PM	Safety Stand		
	6/9/2004 8:00 AM	6/9/2004 4:00 PM	Maintenance		
	6/10/2003 8:00 AM	6/10/2003 4:00 PM	Maintenance		

Add standstill

Standstill Cat Repair

Stillstand von 7/16/2020 2:12 PM

Stillstand bis

Remark

Save Cancel

Easily record all downtimes

Does a machine need to be shut down for maintenance or inspection? No problem! Record all downtimes for each machine with the corresponding serial number. No selective process recordings, but comprehensive actual times!

An overview of the functions



All order data always at hand

- Have service orders displayed and processed on mobile devices
- Fast access to customer master data (e.g. address, contact person, telephone number) and documents
- Detailed information on the service order and maintenance object, e.g. commissioning, warranty conditions, place of manufacture etc.
- Work offline without a VPN connection



Maintenance instructions for more quality in service

- Overview of planned activities
- Carry out activities systematic and record the times required
- Collect information about follow-up activities



Easily record all data about the service order

- Service order costs, e.g. Add travel costs, accommodation costs
- Record types and causes of errors
- Note down meter readings
- Detailed overview (product file) on which parts of the service object which changes have been made



Manage reports and documents digitally for fewer mountains of paper

- Generate reports directly from recorded feedback data and print / export
- Sign reports with a tablet or signature pad and save them in the DMS or send them by email
- Display documents offline or add new ones (reports, checklists, photos, etc.)



Manage material efficiently

- Request material requirements for your own warehouse directly in piaX
- Select used material from the complete proALPHA parts master and report back

An overview of the functions



More quality in feedback

- Check entries automatically before an order can be completed and confirmed
- Complete overview of reported times

Seamlessly integrated into the ERP system with proALPHA feedback monitor

- Display of all feedback recorded in piaX in proALPHA
- Possibility to correct the reported data
- Transfer and processing of the feedback data
- Set orders to „faulty“ so that the service technician can process them again

Work directly in MS Outlook

- Service orders displayed in the calendar
- Manage contacts as Outlook contacts
- Archive emails directly for service orders
- Comprehensive search and selection functions
- User-friendly operation

Administrative functions

- Individual synchronization options for all data
- Set access rights by user group
- Multi-lingual configurable user interface and address formats
- Customization options specifically for your needs

System requirements

- ERP system proALPHA, Microsoft Outlook 32 or 64 Bit from 2010
- Microsoft Exchange Server from 2010 & Smartphones with Active Sync support




Microsoft Partner
Silver Application Development



PRO[®]ALPHA

Contact

Contact your proALPHA partner for more information, or with us on the website www.mobileblox.com or directly at:

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