

piaX Service

*The link between operational
planning and invoice*







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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 item, including documents and product file, even without mobile phone coverage.

All service data comes directly from proALPHA and, thanks to piaX, is available for processing directly in MS Outlook. After recording the required times, costs, materials or reports, all data is completely synchronized with proALPHA. Without retyping the service orders, create quick, real-time billing. The signed service report can be filed immediately in the DMS.

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



Can be used completely
offline



Directly in MS Outlook



Bidirectional standard
interface to proALPHA

Your advantages with piaX service:

- All service data and documents directly in Microsoft Outlook available
- No subsequent recording thanks to digital feedback the service orders
- Direct recording of costs, material, time and defect types
- Continuous service process from receipt of order until invoicing
- Overview of changes to the service object in the product file
- Work offline, anywhere, anytime

That offers you piaX Service



■ ■ *Fast 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 is available mobile and offline, even without mobile phone coverage

■ ■ *End-to-end service processes*

- Digitally record and report activities, material, costs, measured values, times directly in the service order
- Seamless integration into proALPHA for real-time job accounting

■ ■ *Paperless work for more service quality*

- Validation of inputs for higher data quality
- Maintain product files on the go
- No subsequent entry of service orders
- Create, sign, and email a digital service report
- Identify parts precisely using the parts master with serial numbers

■ ■ *Working directly in MS Outlook*

- Link to MS Outlook calendar and contacts
- Archive e-mails directly to service orders
- Comprehensive search and selection functions

Service orders directly after report back to proALPHA



Report service orders directly to proALPHA

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

Start Date	Start time	End Date	End time	Document Number	Document Date	Order Type	Name	Order Status	ZIP Code	City	Country
Order Status: In Processing											
1/28/2008	12:00 AM	6/30/2014	11:59 PM	14200039	3/25/2014	Service Order	Energie LE GmbH	In Processing	04349	Leipzig	DE
3/3/2008	12:00 AM	3/3/2008	11:59 PM	14200043	1/14/2008	Service Order		In Processing			
9/23/2019	12:00 AM	9/23/2019	11:59 PM	14200047	9/23/2019	Service Order	Strom Max e.G.	In Processing	55135	Mainz	DE
5/24/2019	12:00 AM	5/24/2019	11:59 PM	14200048	5/23/2019	Service Order	Hamburger Iverft Ge.	In Processing	42561	Hamburg	DE
4/23/2021	12:00 AM	4/23/2021	11:59 PM	14200115	5/23/2021	Service Order	StromMax e.G.	In Processing	55124	Mainz	DE
2/25/2022	12:00 AM	2/25/2022	11:59 PM	14200144	2/25/2022	Service Order		In Processing			
5/11/2022	12:00 AM	5/11/2022	11:59 PM	14200148	5/11/2022	Service Order	Strom Max e.G.	In Processing	55135	Mainz	DE
11/9/2022	8:19 AM	11/9/2022	11:59 PM	14200160	11/9/2022	Service Order		In Processing			
11/13/2022	6:57 PM	11/13/2022	11:59 PM	14200162	11/13/2022	Service Order		In Processing			
Order Status: Ordered											
3/7/2008	12:00 AM	3/7/2008	11:59 PM	14200040	1/14/2008	Service Order	Strom Max e.G.	Ordered	55135	Mainz	DE
10/10/2019	12:00 AM	10/10/2019	11:59 PM	14200049	10/10/2019	Service Order		Ordered			
10/10/2019	12:00 AM	10/10/2019	11:59 PM	14200050	10/10/2019	Service Order	Energie LE GmbH	Ordered	04349	Leipzig	DE
10/22/2019	12:00 AM	10/22/2019	11:59 PM	14200053	10/22/2019	Service Order	StromMax e.G.	Ordered	55124	Mainz	DE
12/3/2019	12:00 AM	12/3/2019	11:59 PM	14200059	12/3/2019	Service Order		Ordered			
12/14/2019	12:00 AM	12/14/2019	11:59 PM	14200060	12/12/2019	Service Order	StromMax e.G.	Ordered	55124	Mainz	DE
1/20/2020	12:00 AM	1/20/2020	11:59 PM	14200066	1/20/2020	Service Order	Energie LE GmbH	Ordered	04349	Leipzig	DE
1/31/2020	12:00 AM	1/31/2020	11:59 PM	14200067	1/31/2020	Service Order		Ordered			
1/31/2020	12:00 AM	1/31/2020	11:59 PM	14200068	1/31/2020	Service Order	Energie LE GmbH	Ordered	04349	Leipzig	DE
2/19/2020	12:00 AM	2/19/2020	11:59 PM	14200069	2/19/2020	Service Order		Ordered			
2/26/2020	12:00 AM	2/26/2020	11:59 PM	14200070	2/26/2020	Service Order		Ordered			
3/2/2020	12:00 AM	3/2/2020	11:59 PM	14200071	3/2/2020	Service Order	Energie LE GmbH	Ordered	04349	Leipzig	DE
3/10/2020	12:00 AM	3/10/2020	11:59 PM	14200072	3/10/2020	Service Order		Ordered			
3/10/2020	12:00 AM	3/10/2020	11:59 PM	14200073	3/10/2020	Service Order		Ordered			
4/2/2020	10:17 AM	4/2/2020	11:59 PM	14200074	4/2/2020	Service Order		Ordered			
4/7/2020	11:27 AM	4/7/2020	11:59 PM	14200075	4/7/2020	Service Order	Energie LE GmbH	Ordered	04349	Leipzig	DE
4/7/2020	11:28 AM	4/7/2020	11:59 PM	14200076	4/7/2020	Service Order	Energie LE GmbH	Ordered	04349	Leipzig	DE

piaX-service Perfectly integrated in proALPHA



piaX service - perfectly integrated in proALPHA

Thanks to the deep integration in proALPHA, the complete parts master is also available to you in piaX on the go from proALPHA for material management. Also, keep all order details direct on the service order, without any double data entry. This data is then sent to proALPHA reported back.

Service Order 14200053

Return Infos

Close Save Add Return Info Delete Return Info Take over all Material Returns Add Material Eliminate material Add Document Common Print

Service Order 14200053 / Service - Materials
StromMax e.G., Raiffeisenstraße 5, 55124 Mainz

Line	Status	Planned	Part	Part (long)	Quantity	Used	Storage UoM	Print	Calculation
Line: 1.0: Coating Plant XC [BA-000047]									
Optional	<input type="radio"/>	<input checked="" type="checkbox"/>	6000090	Bolt	1		0 Units	-	Billable
Optional	<input type="radio"/>	<input type="checkbox"/>					0 Units	-	Billable
Optional	<input type="radio"/>	<input type="checkbox"/>					0 Units	-	Billable

Add Material

Line	Serial Number	Line	Operation (long)
1	BA-000047	1	Diagnose (Hourly Rate Installer)
1	BA-000047	2	Mech.Prüfung (Hourly Rate Installer)
1	BA-000047	3	Verschleiss (Hourly Rate I
1	BA-000047	4	Sicherheitsp (Hourly Rate I

Select part

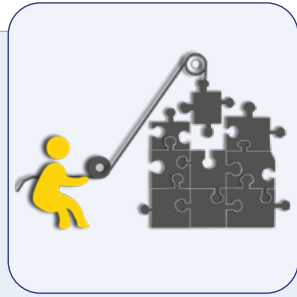
Storage Area: Main Storage Area - Shipping Hide stocks with quantity 0 Hide watchlist

Selection	Search Term	Part	Sort Description	Stock	Bezeichnung1
Procon	Gehäuse	2500302	Kupplungsgehäuse mit	125	Clutch Housing with
Procon	Kontakt	2500400	Buchsenkontakt LWL	125	Socket Contact LWL
Procon	Rahmen	2500101	Buchsenrahmen für	125	Socket Frame for
Procon	Einsatz	2500500	Stifteinsatz Schraub	150	Pin Insert Screw
Procon	Kontakt	2500501	Stiftkontakt LWL für	150	Pin Contact LWL for
Procon	Rahmen	2500502	Stiftrahmen für	150	Pin Holding Frame for
Beschichtungsartl BG	Antriebswell	5000061	Antriebswelle XS	20	Drive Shaft XS
Beschichtungsartl KK	Bolzen	6000090	Bolzen	2990	Bolt

Ok Cancel



Mobile access to - your order data



Mobile access to your order data

Thanks to the piaX service, you have all the data for the service order at hand, even when there is a dead zone. So, you have on your mobile device access to the customer and service master data, as well as documents and reports for service object. This makes your service process paperless with piaX.

Return Infos

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

Service Order

14200071 / * - Serial Numbers
Energie LE GmbH, Längenfeldstraße 9, 04349 Leipzig

Serial Numbers

Line	Part	Serial Number
1	Filteranlage Mod 28 AA	BA-000005

Serial Number Details

Address: Energie LE GmbH, Längenfeldstraße 9, 04349 Leipzig

Serial Number: BA-000005

2nd Serial Number: [Empty]

Serial No. Cat: Coating System

Serial Number Type: Coating System

Specialist: Harald Bauer

To Do: [Empty]

Base Data

Sr#Status: In Use | Status Old: [Empty] | Freely Available in SIArea: [Empty]

Month Manufactured: 5 | Year Manufactured: 2005

Placed in Opn: [Empty] | Warranty Period: 365

Warranty From: 5/4/2005 | Warranty To: 5/4/2006

Work Group: [Empty] | Maintenance: [Empty]

Certif of Analysis: BA4939 | Version: 2005-02

Location of Manuf: Weilerbach

Service Data

Cost Object: [Empty] | Resource Category: [Empty]

Base Measure: Work Hours | Service Interval: Without Maintenance

Downtimes

Stillstand von	Stillstand bis	Standstill Cat (long)
12/9/2022 9:59 AM	12/16/2022 12:00...	Maintenance
12/19/2022 12:00 AM	12/20/2022 12:00...	Repair



Ad hoc service orders

satisfaction
quality work
perfect
support



performance
assistance
support help



Ad hoc service orders

Enter all services as service orders directly in piaX. All work steps of order processing can be clearly displayed and processed. The processing progress is also stored. You can see briefly whether the service order has already been scheduled or whether the service call has already begun.

Service Order 14200071

Return Infos

Close Save Add standstill Delete standstill Finish standstill New Call Edit Call Send E-Mail Add Document Print

Service Order

Serial Numbers

Meter Readings

Activities

Materials

Costs

Failures

Reports

Tests

Completion

14200071 / * - Service Order
Energie LE GmbH, Längenfeldstraße 9, 04349 Leipzig

Job Site

Location

Energie LE GmbH
Längenfeldstraße 9
04349 Leipzig

+49/341/565899-0
+49/341/565899-99
info@energie-le.de

Order Details

Customer -

Purchase Order Austausch von Teilen

Purch Order Date Document Date 3/2/2020

Order Category Order Status Ordered

Service Object Language German

Träger 1-10010 - Reference Project StromMax Resource

CRO Number

Requested Date 3/2/2020 Specialist Harald Bauer

Start Date 3/2/2020 12:00 AM End Date 3/2/2020 11:59 PM

Fixed

Features Header Text Status (0)

Show Order	Feature	Value	Unit
Type: VSA			
Feature Bar: Auftrag			
0	Spezial		
0	Typ		

Positions Call

Serial Number	2nd Serial Number	Line	Part	Completion Date
BA-000005		1	Filteranlage Mod 28 AA	

Downtimes

Stillstand von	Stillstand bis	Standstill Cat (long)	Remark	Planned
12/19/2022 12:00 AM	12/20/2022 12:00 AM	Repair		<input type="checkbox"/>
12/9/2022 9:59 AM	12/16/2022 12:00 AM	Maintenance		<input type="checkbox"/>


Create service reports digitally



Create service reports digitally

Generate your service reports directly from the recorded confirmation data and print or then export them. After you have signed the report with a tablet or signature pad, store it directly in the DMS or send it. In this way, piaX enables you to have a continuous service process.

Service Order 14200040



*
Auftragsdatum: 07.03.2008

Einsatzort	
Strom Max e.G. Raiffeisenstraße 5 55135 Mainz	Tel: 06131/9721-0 Fax: 06131/9721-99 E-Mail: mail@strommax.de Home:

[1] Filteranlage Mod 28 AA - BA-000001

■ **Texte**

Text Extern Cobb and Arthur are "extractors"; they perform corporate espionage using experimental dream-sharing technology to infiltrate their targets' subconscious and extract information. Their latest target, Saito, is impressed with Cobb's ability to layer multiple dreams within each other and offers to hire Cobb for the supposedly impossible job of implanting an idea into a person's subconscious; performing "inception" on Robert, the son of Saito's competitor Maurice Fischer, with the idea to dissolve his father's company. Saito promises to clear Cobb's criminal status, allowing him to return home to his children.

■ **Aktivitäten**

Aktivität	Resource	Start	Ende	Stunden/km	Bemerkung
Diagnose (Hourly Rate Installer)	Kraus, Norbert	09.12.22 08:00	09.12.22 10:00	2.00	



Detailed overview of all calls



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 store which part was complained about or what type of complaint there is. Create a service order directly and easily from a call.

StromMax e.G. / Prospect 200000 / Customer 100000

Prospect

Close Save Add Contact Add Sales Opportunity New Call New Call Handling New Call-Position Delete Add standstill Delete standstill Finish standstill Service Order

StromMax e.G. (Prospect: 200000 / Customer: 100000) - Calls
Raiffeisenstraße 1, 55124 Mainz, Germany +49(0)131/9721-22 sales@strommax-eg.de www.strommax-eg.de

Call Number	Meldedatum	Priority	Call Status	Specialist	Open
10500200	2/15/2022	Low	In Processing	Marc Albert	<input checked="" type="checkbox"/>
10500214	5/14/2002	Low	Received	Harald Bauer	<input checked="" type="checkbox"/>
10500404	7/10/2003	Low	Received	Harald Bauer	<input type="checkbox"/>
10500412	7/10/2003	Low	Received	Harald Bauer	<input type="checkbox"/>
10500413	7/10/2003	Low	Received	Harald Bauer	<input type="checkbox"/>
10500414	7/10/2003	Low	Received	Harald Bauer	<input type="checkbox"/>
10500472	7/7/2004	Low	Received	Harald Bauer	<input type="checkbox"/>
10500475	7/1/2004	Low	Received	Harald Bauer	<input type="checkbox"/>
10500483	7/10/2004	Low	Received	Harald Bauer	<input type="checkbox"/>

Call Handling Positions

Bearbeitungszeit	Call Status	Handling Type	Subject	Specialist
9/20/2022	In Processing	Bearbeitung	Back	Hubert Billstein
4/23/2021	In Processing	RMA-Beleg	Back	Harald Bauer
5/8/2020	In Processing	RMA-Beleg	Malfunction	Harald Bauer
5/8/2020	In Processing	Neuanlage	Malfunction	Harald Bauer
2/26/2020	Received	Neuanlage	Assumption	James Black
2/26/2020	In Processing	RMA-Beleg	Back	Jürgen Ackermann

Details Text and Remarks

Work Group: Service Team Mechanics Processing time: 2/15/2022 9:00 AM
 Priority: Low Specialist: Marc Albert
 Recipient: Herr Martin Hennes To Do:
 Service Object: 100000 - StromMax Anlagen Kunde Ronn... Call Status: In Processing
 Project: Kùhhaus Language: German
 CRO Number: U-10204466-00 Abrufauftrag
 Open: Time: Hours: 2 Minutes: 0
 Doc Information: Schreiben vom 21.01.2005
 Explanation: Schreiben vom 21.01.2005

Details

Call Status: Received Bearbeitungszeit: 2/26/2020 10:13 AM
 Handling Type: Neuanlage Time: Hours: 0 Minutes: 0
 Specialist: James Black Internal:
 Subject: Assumption
 Explanation: Coordination and planning of the next steps
 To Do: Specialist To Do: To Do:



Partial confirmation of all service calls



Partial confirmation of all service calls

With piaX-Service you do not have to do all work activities to confirm an order. Report the services throughout or partially. You can easily complete the partial confirmation while the measures are being carried out.

Service Order 14200093

Return Infos

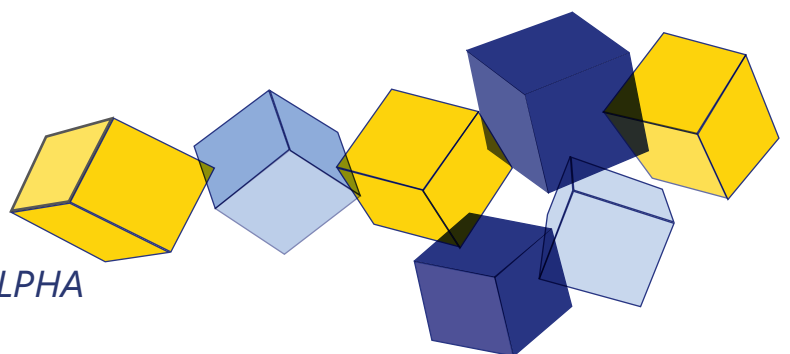
Close Save Complete Order Send E-Mail Add Document Print

14200093 / Manager's Order - Completion
StromMax e.G. , Raiffeisenstraße 5, 55124 Mainz

To complete the service order, please validate all return information.

Position	Part	Part	Serial Number	2nd Serial Number
<input type="checkbox"/> Position 1	1000000	Coating Plant XL	SNR BA-000001	
Requisition		Errors		Conflict Type
Activities		No open return infos for activities or materials found		piaX
<input checked="" type="checkbox"/> Position 2	1000000	Coating Plant XL	SNR BA-000006	

piaX-Service
Perfectly integrated in proALPHA



Record all downtimes easily



Record all downtimes easily

Does a machine have to be shut down for maintenance or testing? No problem! Capture everyone Downtimes to each machine with the corresponding serial number. No selective process recordings, but area-wide actual times!

Downtimes					
	Stillstand von	Stillstand bis	Standstill Cat (long)	Planned	Standstill Cat
▶	4/20/2022 11:00 AM	4/20/2022 1:00 PM	Maintenance	<input type="checkbox"/>	10
	2/28/2022 10:10 PM	3/31/2022 6:00 AM	Safety Standards Authority Acceptance	<input checked="" type="checkbox"/>	40
	1/5/2022 8:00 AM	1/6/2022 8:00 AM	Maintenance	<input checked="" type="checkbox"/>	10
	11/9/2021 11:55 AM	11/10/2021 2:00 PM	Repair	<input checked="" type="checkbox"/>	30
	11/1/2021 11:30 AM	11/1/2021 11:45 AM	Maintenance	<input checked="" type="checkbox"/>	10
	10/28/2021 9:38 AM	10/28/2021 9:39 AM	Maintenance	<input checked="" type="checkbox"/>	10
	10/27/2021 6:00 PM	10/27/2021 7:00 PM	Maintenance	<input checked="" type="checkbox"/>	10
	5/28/2021 10:00 AM	12/23/2021 12:00 AM	Maintenance	<input checked="" type="checkbox"/>	10
	7/1/2019 8:00 AM	10/10/2019 9:00 AM	Repair	<input checked="" type="checkbox"/>	30
	7/1/2005 8:00 AM	7/1/2005 5:00 PM	Maintenance	<input checked="" type="checkbox"/>	10

— □ ×

Standstill Cat:

Stillstand von:

Stillstand bis:

Remark:

The functions briefly



■ ■ *All order data always at hand*

- View and edit service orders on mobile devices
- Quick access to customer master data (e.g., address, contact person, telephone number) and documents
- Detailed information on the service order and maintenance item, 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 step by step and record required times
- Collect information about follow-up activities

■ ■ *Record all data for the service order in an uncomplicated manner*

- Add costs to the service order, e.g., travel costs and accommodation costs
- Record error types and causes
- Record meter readings
- Detailed overview (product file) of which parts of the service object were changed performed

The functions briefly



■ ■ *Manage reports and documents digitally for fewer mountains of paper*

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

■ ■ *Efficiently manage material*

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

■ ■ *More quality in feedback*

- Automatically check entries 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
- Acceptance and processing of the feedback data
- Set orders to „Faulty“ so that the service technician can process them again



The functions briefly



■ ■ Working directly in MS Outlook

- Display of the service orders in the calendar
- Manage contacts as Outlook contacts
- Archive e-mails directly to service orders
- Comprehensive search and selection functions
- User-friendly operation

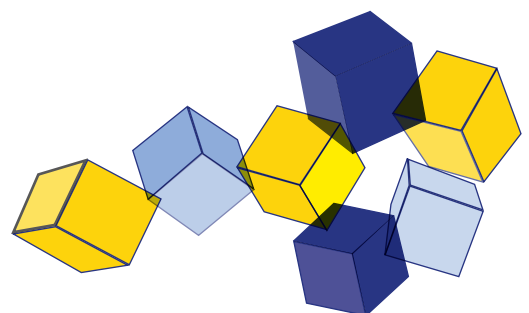
■ ■ Administrative Task

- Individual synchronization options for all data
- Set access rights by user group
- Multilingual configurable interface and address formats
- Customization options specific to your needs

■ ■ System Requirements

- ERP system proALPHA with Microsoft Outlook 64 bit from 2013 (2016 higher recommended)
- Microsoft Exchange Server from 2016 & smartphones with Active-Sync support

piaX-Service
Perfectly integrated in
proALPHA



Are you interested in our products, or are you looking for a mobile solution for your field service? Then look at our website or arrange an individual presentation appointment.

Digitize your processes with piaX!

Contact

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