Advanced Industry Services with Integrated Softwares

Gafoor K[1] Parimala[2] Kailashkumar P Gehlot[3]

[1]MCA Student [2]Assistant Professor

[1,2]Department of MCA

[1,2]The Oxford College Of Engineering, Bommanhalli, Bangalore-68 India

Abstract— Industry Service Software is a Software Tool, which is developed to take care of the day-to-day activities of service based company to take care of their customers. It has all the features required for rendering the customer the required service well in time and to satisfy the customer with timely service from the company. Service is the heart of business to maintain the long-term relationship with the customer to get more and more business from the same customer. World over the service oriented business is growing by leaps and bounds. To maintain and improve the quality of service being provided a software tool is a must in the present high-tech world. The Industry Service Software has been specially designed and developed to work with Service industry and in particular to the UPS industry, where we gained thorough knowledge about the industry by developing and winning the customers with Marketing and Sales Management Software for the UPS industry. Industry Service Software has total control on day –to-day activities that are required for the service department in an organization which is always growing only because of the after sales service expected by each and every customer.

Key words: Industry Service Software, Software Tools, Marketing And Sales Management, UPS Industry

I. INTRODUCTION

Software is any set of instruction which can be readable by machines that details about system's processor to perform operations, whereas service software is services provided by software's like software delivery model and software licensing which can be centrally hosted. It is also known as 'on-demand software'. Service software is being used as many applications of business including office and messaging software, processing of payroll software, CAD software, DBMS software etc. Service software has not a physical need for indirect description of services. It has been instantaneities and deployed through direct distribution while not all service software share all its traits.

Industry software involves development of business and their maintenance and publication, industry software also includes software services, such as consulting, documentation and training. Industry services software is to take care of day-to-day activity of consumer of the specific industry. This has many features and specifications in which consumers can make use and helps in reaching level of customer satisfaction.

In this project the industry services software is dealing with the UPS industry. That involves each and every activity of consumer to the industry. Service like example getting an alert when any consumer reaches expire date of AMC (annual maintenance contract). This project deals about the developing and winning the customers with Marketing and Sales Management software for the UPS industry.

Advanced Industry Service Software has main models named as Warranty and AMC (annual maintenance contract) services. These two models have almost same features but little changes in it. Any consumer done service with UPS industry, he has to undergo any one among these model and both the models has specific period of time. In warranty model consumer has a specific period of time in which he has to undergo service of his product (UPS as in this report). Whereas in AMC (annual maintenance contract) consumer has been given specific period in which industry has a responsible for services and thus industry will get remainder of particular consumer and if the specific period of time came to an end of the consumer he can renewal it for further services but this cannot be done in warranty model.

Even modules which can be included as customer details which takes customer details like name, address, mobile, Email-ID etc. This helps to reduce the manual intervention and which produces the efficient result in the customer follow up module. Installation details has details like product name, category, price, VAT, quantity, DC number etc. Another model is remainder of AMC services. This module plays a major role in the entire project, because human cannot remember everything so that which may forget the things often by mistake but with this module we don't want to remember and can overcome the problem. We can implement the remainder for renewals, visits, enquiry, warranty, status, installation, AMC.

Preventive Maintenance this module give the entire information about the preventive maintenance for all the customers and products with customer name, project / site name, service engineer name, date, service report no, complete maintenance details with remarks. Using this module we can get the entire information for the products which are maintained before the failure has been occur. Reports this the final module which gives detailed information of the entire project with so many criteria like date wise, month wise and period wise and the reports are divided by warranty report, service status report, AMC (Annual Maintenance Contract) report, visit reports, periodic reports, installation reports, enquiry reports, failure report etc.

II. MODULE DESCRIPTION

A. Customer Details:

This module maintains the information like name, mobile, address, state, email ID about the customers who are willing to purchase the products, who are already being the customers of the company. This helps to reduce the manual intervention and which produces the efficient result in the customer follow up module.

B. Installation Details:

This module will have product details like product name, category, price, VAT, quantity, DC number, DC date and invoice details to maintain the AMC maintenance services.

C. Warranty:

This module contains the warranty details for the products like warranty ID, Project/Site Name, and product information, Invoice Details, warranty period details, and warranty type. This will module will be very useful to maintain the warranty details which are essential to give input for AMC remainder for renewals.

D. AMC Services:

Annual Maintenance Contract (AMC) services is the most useful and heart of this project which deals with the customer to maintain the services for the product and used to resolve their queries on priority basis which includes the details like customer name, AMC ID, type, date, proposed price, remarks and final price etc. in this module reminder will play the main role to give the proper service for customers.

E. Reminders for AMC Renewals

This module plays a major role in the entire project, because human cannot remember everything so that which may forget the things often by mistake but with this module we don't want to remember and can overcome the problem. We can implement the remainder for renewals, visits, enquiry, warranty, status, installation, AMC.

F. Preventive Maintenance:

This module give the entire information about the preventive maintenance for all the customers and products with customer name, project / site name, service engineer name, date, service report no, complete maintenance details with remarks. Using this module we can get the entire information for the products which are maintained before the failure has been occur.

G. Reports:

This the final module which gives detailed information of the entire project with so many criteria like date wise, month wise and period wise and the reports are divided by warranty report, service status report, AMC (Annual Maintenance Contract) report, visit reports, periodic reports, installation reports, enquiry reports, failure report etc.

III. PROPOSED SYSTEM

The updated of existed systems are sometimes wanted to act as newer version of process in operating system. Organizations are also updated in advantages of arrived features functionality provided by someone who promotes. On the other side of moving proposed system can be end of costly updates, as multi-tenant, organized solutions are view fully updated by their vendors.

For organizations that are right now using client/server solutions, an arrived proposed system means easy way, intermediated based, which take of a lot of support time. At last the more robust database functionally of newer system can allow for management process more effectively and even formed more organized process automated into the arrived proposed system.

IV. EXISTING SYSTEM

In the existing system everything was manual, due to this there is lot of errors which leads to slow in operation, lack of resources, many of the reasons to migrate to new proposed system they are Familiarity, Lack of Research Time, Existing Integrations, New Subscription or Software Costs, Data Migration. The industry software describes about huge database about the consumers, it has to take the entire details of the consumers like name, mobile, address, Email-ID, occupation etc. Thus to maintain this, it is not possible by a human being hence it has to be advanced.

Slow in operation can be one of the disadvantages among existed system, because the main model of this software is to reminding the AMC services and revealing it when it's time get over, this has to be done to those consumers who subscribed for AMC services. This cannot be possible by human being. Since existed system has tiny database so there should be lack of resources. When talking about cost and time consuming both are high, when consumer want his product to be serviced then problem has to faced while opening up of details of that consumer which take lot of time. Hence existing system has not proper documentation and reports of product and consumers both. The disadvantages of the existing systems are as follows

1) There are no proper follow ups for the products and customers.
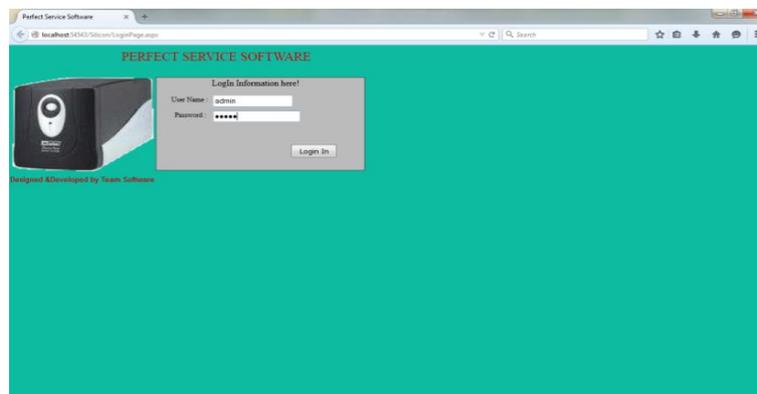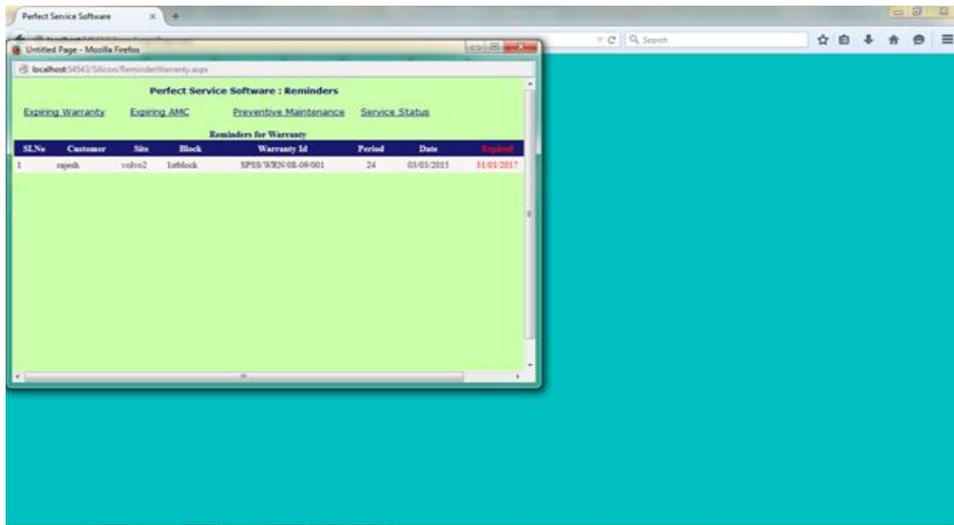2) There is no AMC maintenance module.
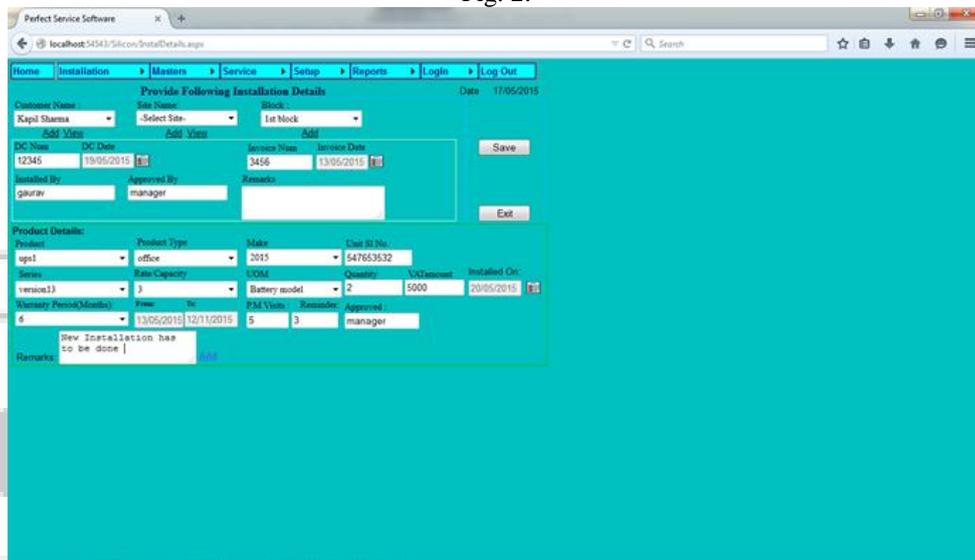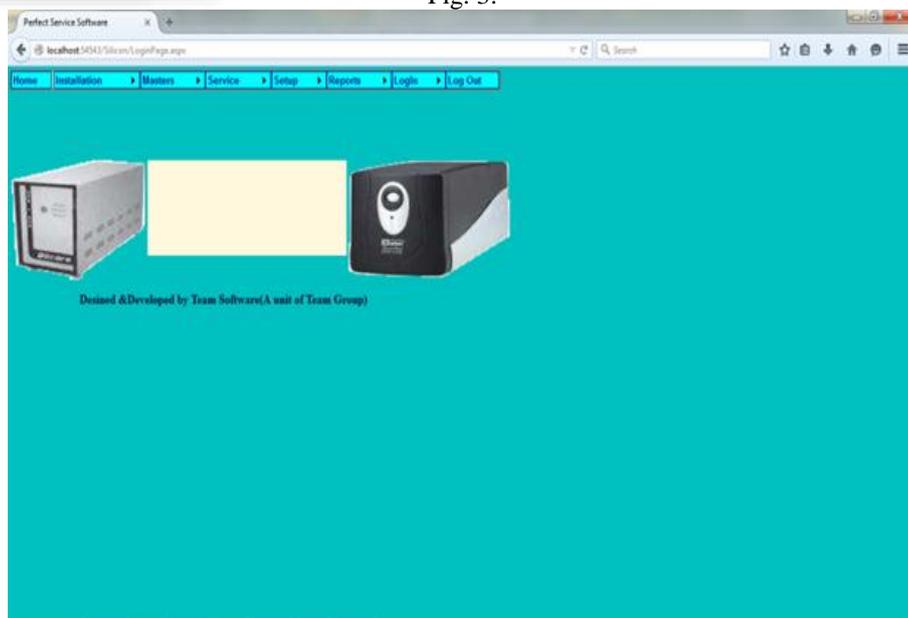
V. RESULTS

Fig. 1:
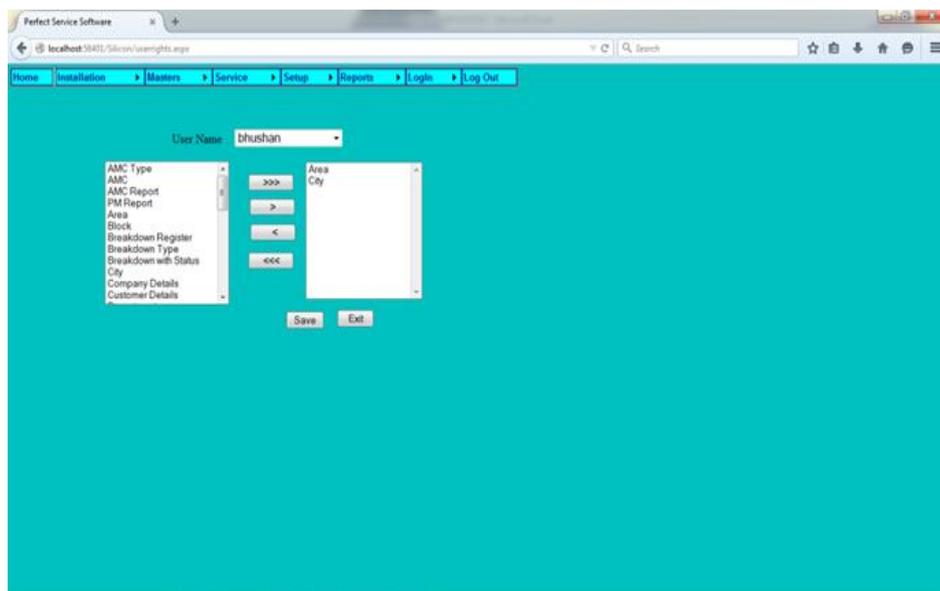
Fig. 2:

Fig. 3:

Fig. 4:

Fig. 5:

VI. CONCLUSION

Industry Service Software is completely computerized where even consumer can also ensure their warranty and AMC services. Thus Industry Service is very well structured for services like Warranty, AMC and Installation of UPS system. Uninterrupted processing system is required everywhere and plays very important role in business requirements and personalization. Mean while service for the UPS is also very important. The service engineer has to be unique for each and every consumer so that application can know who has serviced to which customer, thus by doing that industry can reach to good in service and financially well form. I conclude that this application works very well and obeys all test cases which are done under it.

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