

Power of Global Information Access... ... Browser based RCS products



Product – RCS CARE



RCS CARE – Call Management and Inventory System	Version: <1.0>
Product Catalog	Date: 1 st November 2002
Marketing Department	

Product Profile



RCS CARE – Call Management and Inventory System

RCS CARE is a comprehensive call and inventory management system that provides seamless co-ordination between all customer problems by integrating people, process and technology to maximize relationships with all customers.

Product features

- Browser based, user friendly and customizable.
- Multi-branch capacity.
- Customer and Engineer DB.
- Partner and Vendor DB.
- Service Tracking.
- Inventory tracking.
- Transportation Details.
- Query Builder.
- Java based.

Product Functionality

Master Details: The following master details entry screens are present

- Region
- User
- Partner
- Engineer
- Vendor
- Customer
- Status
- Annual Maintenance Contract
- Product
- Parts
- MIF

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- Accessory
- Configuration

Data entry

- Log New / Update Calls.
- AMC / PM Details.
- Part Request / Process Request.
- Part Movement
- Transportation Details (Local/Import).

Reports

- General Call Reports.
- Inventory Reports.
- Customer, Vendor and Partner Reports.

Query Builder

- For Dynamic Reports.
- Customer vs. Calls
- Customer vs. Machines
- Customer vs. AMC & PM Details

Technical Details

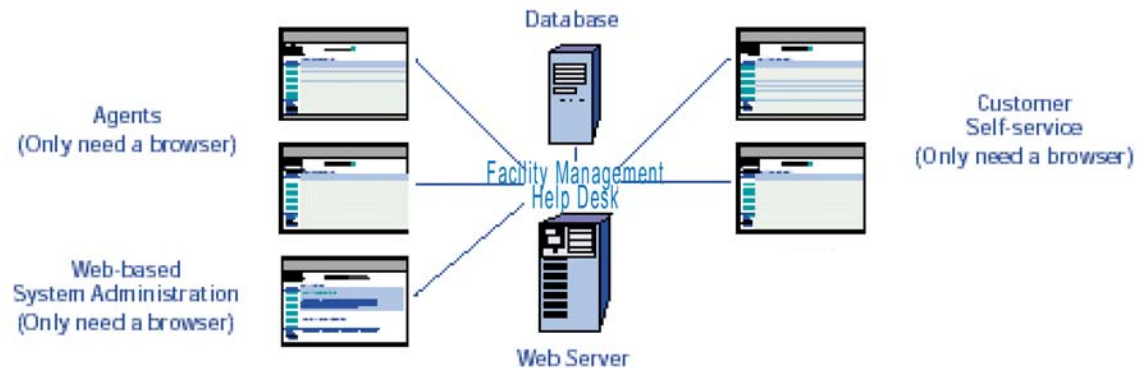
- **Platform Independent:** Compatible with your existing Operating System whether it be Unix, Solaris, DOS, NT, Windows.
- **Robust:** Platform independent feature gives garbage collection, exception-handling usage.
- **Multithreaded:** Ability to execute various processes simultaneously. The information is accessible to many at the same time.
- **Secure (JVM):** Program execution is done within JVM domain, this keeps the system free from viruses and other system failures.
- **Compatible with any Database:** Data can be imported and exported from/to any existing database to the proposed database.
- **Distributed:** Various events / processes can be executed on different machines simultaneously. Like logging of calls, generating reports and dispatching of emails can be executed on separate machines at a time.

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Customization

We can produce custom versions of RCS CARE to suit the your business needs and process. This is in addition to the many standard features and flexibility built into RCS CARE.

Product Architecture



Minimum System Requirements

Client Configuration

Operating System: - Windows 95 / 98 /NT WS / 2000 / XP

RAM: 128 MB (Ideal)

Intel Celeron processor above 400 MHz

Virtual Memory 192 MB

TCP/IP configuration with IP address.

Internet Explorer 5.5 or above

Server Configuration

Operating System: - Windows NT /2000 Server

RAM: 256 MB (Ideal)

Intel Pentium III processor above 600 MHz

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Virtual Memory: 385 MB

TCP/IP configuration with IP address.

Hard disk: 4GB

350 MB (IIS/ Jrun/ MSSQL)

900 MB (IIS/ Jrun/ Oracle)

300 MB (IIS/ Jrun/ Mysql)

Service pack: 6a

Contact Details

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