



## Warranty, AMC and Replacement Management Solution on Tally.ERP9

TallyWARM serves the following trading business segments:

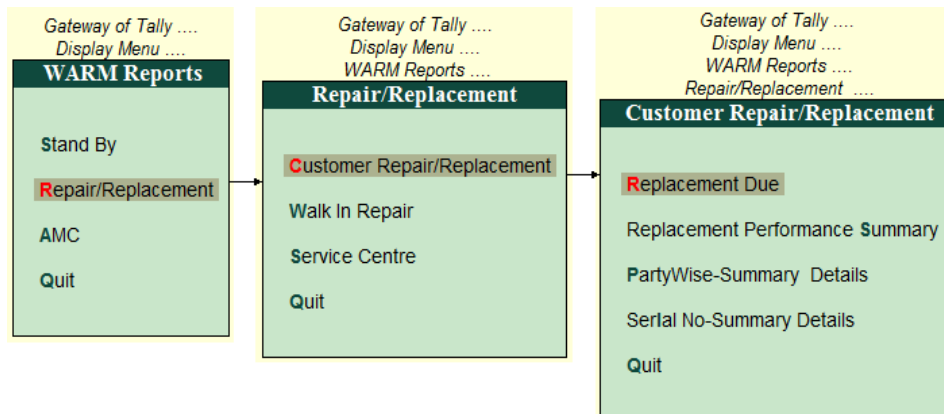
- IT Hardware – Computers and related equipment, spares and accessories.
- Power Systems – UPS, Batteries, Inverters

The two segments have several pain points around managing replacements, warranties and tracking after sales maintenance and services (AMC). These are not adequately addressed by the standard Tally.ERP9 solution. Businesses risk losing money, reputation and customers. They are unable to replace parts within promised or even reasonable time, which arises because:

- They cannot trace faulty goods returned by customers because they are not tagged properly
  - Faulty goods are often sent to manufacturers and are not received on time or not at all.
  - Goods provided on stand-by are not taken back on time.
  - A more expensive part is supplied because of lack of information.
- They do not have proper warranty records and may supply replacements even if the goods are out of warranty.
- They do not pursue people for extending warranties and lose the income.
- They are unable to manage annual service contracts
- They continue to provide service even after the AMC terms have been consumed.
- They lose the opportunity to pursue customers to renew their AMC contracts.



To help solve these issues for all such vendors facing similar problems, Milan has developed WARM for Tally.ERP9 or as many people call it, TallyWARM!



Service Call booking with docket number control	Full Cycle repair and replacement	Warranty and AMC Management	Standby Equipment management	Serial number and IMEI number tracking
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## Features of TallyWARM

TallyWARM is a solution built on Tally.ERP that manages:

- the processes of components, accessories and products replacement
- warranty and
- AMC (after sales maintenance contracts)
- Customer relationships for warranties and AMCs

It provides

- MIS that provides decision making reports like replacement efficiency, sales and service persons' performance, contracts due to expire

Replacement Ledger				ABR Computer Systems		Ctrl + M	
				9 Hardware Street			
				Kolkata			
Replacement Ledger						As on: 2-11-2013	
Item Name: Hard Disk - 1TB Seagate						1-4-2013 To: 2-11-2013	
Internal No: C22981H2265100							
Serial No: H212530							
Date	Party Name	Vch Type	Vch No.	Inward Quantity	Outward Quantity	Closing Quantity	
1-8-2013	Infotech Solutions	Customer In	1	1 Nos	0 Nos	1 Nos	
2-9-2013	HCL Limited	Supplier Out	1		1 Nos	0 Nos	
31-8-2013	HCL Limited	Supplier In	1	1 Nos	0 Nos	1 Nos	
1-9-2013	Infotech Solutions	Customer Out	1		1 Nos	0 Nos	
Received :				1-8-2013			
Delivery :				1-9-2013			
Due On :				31-8-2013			
Overdue By :				1 Days			
Total replacement cycle time :				31 Days			
Total				2 Nos		2 Nos 0 Nos	

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## Benefits of TallyWARM

- Faster service delivery gaining customer loyalty
- Reduced cycle time for replacing parts, thereby reducing management overheads
- Quick tracking of replacement goods with suppliers, which reduces stocking needs
- Providing standby systems only where necessary.
- Track after sales support to improve customer service.
- Ability to sell extended warranties and AMC renewals.

Package :	Bronze
Duration :	1 Year
Amount :	10,800.00
Services Included:	
	<i>Services</i> <i>Quantity</i>
	Email Support                      24 nos
	Phone Support                      12 nos
	Site Support                          6 nos

In all, better efficiency, more control and better earnings!

For more information on TallyWARM and other industry solutions and services around Tally.ERP9, please contact:

Available at your local authorised partner:

Developed by :

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