



Be in the know with our integrated platform

We understand that in a metrics driven world, data need to be readily measurable and seek to provide our business partners with detailed feedbacks on their customer service solutions via our integrated reporting platform in a timely manner.

Our dynamic reporting engine allows the presentation of these measurement tools in the most accessible and digestible formats such as raw data, service reports or even analytics.

Key Pointers

- >> Be updated on the repair status of your electronic devices by simply sending an email or calling in to the assigned project manager/helpdesk team.
- >> Allows better forward planning and pre-emptive measures to be implemented as early as possible in the service cycle with relevant feedbacks on the repairs.
- >> Service centre staff has access to the relevant information and could offer similar advice.
- >> Easily integrated with your business' internal systems using cloud hosting technology and varying definitions and implementations of Application Programming Interface (API) that facilitate integration, data sharing and enhancing existing functionalities.
- >> Reporting platform offers a collaborative environment that combines resource management data from various sources and converts it into accurate and up to date information that you can consume to drive decision-making.
- >> Relevant data and reports can be extracted to Microsoft Excel, which allows one to roll reports up in aggregate for a big picture view and to compare historical data.
- >> Unique sign on architecture with differing authorisation levels assigned on our Enterprise Resource Planning System to help protect our clients' sensitive data.

Overview

We understand that almost every client have a supply chain management (SCM) system and a customer relationship management (CRM) system in place to keep track of their inventories and maintain client databases. We too have our own cloud-based systems, which can integrate with our clients' existing SCM or CRM systems to bring about a smoother workflow.

We can customize the integration according to the customers' needs and generate relevant reports to maximize efficiency and productivity. With the right tools and methodologies, combined with our decades of experience and expertise, we aim to provide personalised integrations for companies of all sizes.



Features

Tracking of repair status at any stage

Our integrated ERP and CRM system allow better control and tracking of your devices at every stage of the service cycle.

Allow service centre staff to track repairs and offer advice

Restricted access to the integrated system allows staff to tend to customers' queries on repair status updates.

Easing of Integration with your central processes via API and cloud hosting technology

Micro 2000's adoption of varying API protocols and private/public cloud hosting capabilities to see that secured seamless integration is achieved with your core business processes.

Provides customisable reporting with up to date data content

Our dynamic reporting platform allows you to view, create, and leverage data in a single unified location into various digestible formats like Excel.

Benefits

Better control and keep users up to date

Our dedicated integrated systems provide our clients with the tools to control and measure performance that interface with other elements of their internal systems. Stay connected to the business information you need at any time with our reporting platform.

Streamlined visibility into reporting and analytics

Visualize updates and offer access to the relevant data to drive quick informative decision-making.

Extractable to Excel format

Allow our customers to work with customisable data in a common business application platform.

Protection of clients' information

Our integrated IT security expertise and strict work ethics and code of conduct enforcement provide the assurance to our clients' that their sensitive and confidential information are in safe hands.