

SPENDING TOO MUCH TIME AND MONEY MANAGING SERVICE CALLS? BRAINS II HAS THE BSMART SOLUTION



Sign up for Service with Brains II and reap the benefits of our Service Management and Repair Tracking System (BSMART). Whether you place calls by telephone to the Help Desk, via automated call transfer, or through the BSMARTLINK Customer interface, you will reduce costs, save time and improve Service Delivery on your hardware Maintenance. Automated call management allows you to:

- Quickly open, escalate & monitor service calls, with real-time status updates
- Get detailed Service history reports to monitor the performance of your equipment, as well as Brains II response
- Interface with your existing inhouse Calls Management applications

Brains II has been providing multi-vendor support to thousands of mission-critical installations across Canada, for thirty years. Our custom automated Service Management applications ensure Customer Satisfaction, responsiveness and quality Service.

**FIND OUT MORE
ABOUT BSMART.
CALL TODAY.**

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HOW IT WORKS



BSMART™

is a service management application and is the major component of the Brains service model. BSMART is a custom application that has been written to Brains II specifications. Currently, BSMART handles tens of thousands of calls a month, and manages a database of over 500,000 supported devices. BSMART manages the entire service delivery process including:

- Call dispatch
- Call escalation
- Parts management
- Reporting

BSMARTLINK™ is a web-based interface to the Call Management Module of BSMART, providing our Customers with an easy-to-use method to open, monitor and escalate calls, view historical data and obtain standard or customized reports.

SERVICE LEVEL MANAGEMENT

Our Service Delivery Methodology is driven by Service Level Agreements to ensure Customer Satisfaction by continuously measuring Brains II response times

FIELD ESCALATION MANAGEMENT

Automated continuous call-scanning tool BSMARTLINK generates pro-active escalation as calls approach their SLA limit.

BSMARTMOBILE TECHNOLOGY

Assures real-time, live updates through every stage of the Service Call