



ServiceDesk

manage warranties & AMC



ServiceDesk is a simple software for service-oriented business to manage Warranties & AMC.

Simplify Service Contracts & Renewals



Contract



Renewal

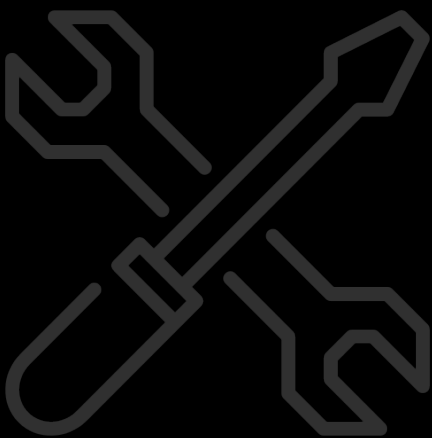
27 +
years

1,000+
customers

30+
countries

Benefits

- ✓ Comprehensive Service Contract Management
- ✓ Service Schedule Management
- ✓ Centralized Complaint Management
- ✓ Quotation Management
- ✓ Notifications for Customer and Engineer
- ✓ Seamless Integration and Data Import
- ✓ Advanced Reporting and Analytics
- ✓ Customizable and Scalable Solutions
- ✓ Backup and Data Security
- ✓ Scalable Solutions for Growing Businesses



Why Use a ServiceDesk?

1. Contract & Renewal Tracking

Manage service contracts (AMCs & warranties) and renewals, preventing missed opportunities.

2. Faster Response & Resolution

Complaints are assigned, prioritized, and monitored, helping teams resolve issues quickly and efficiently.

3. Improved Customer Satisfaction

Timely resolution and clear communication through SMS/email notifications build trust and loyalty with customers.

4. Better Resource Management

Assign tasks to the right team members, avoid duplication of work, and ensure optimal use of manpower.

5. Centralized Issue Management

A ServiceDesk provides a single platform to log, track, and manage all customer complaints and service requests. Nothing gets lost or forgotten.

6. Data-Driven Decisions

Advanced reporting and analytics help identify recurring issues, and improve service quality.

Choose the right **edition** for your business



Basic

Budget friendly Edition for Individual & Startups



Standard

Value for money edition for Small & Medium Business



Professional

Most popular edition with power packed features



Premium

Supports Volume data for large business



Enterprise

Complete solution with more advanced features

Features of ServiceDesk

Simplified Service Management Software with comprehensive features to quickly streamline & automate service management. ServiceDesk is a simple service management software to manage Service & Complaints right from initiation to closure. Complaints can be managed for customers who are in service contract that is AMC, Warranty, or any support contract as well as one-time customers. Also, you can easily manage Service Contracts & its renewals. ServiceDesk has many essential features, some of the key features are listed below.



warranty & AMC management

manage different types of service contract AMC, warranty, labour or any support contract.



contract renewal

manage contract (AMC & Warranty) renewal along with its history



complaint management

manage complaints for customers in service contract as well as one-time customers.



assign & re-assign complaints

assign complaints to technician. You can also re-assign or transfer complaints to another technician.



complaint status

track complaints solved or pending



service schedule

generate periodic service for contracts like monthly, quaterly, yearly, custom.



quotation

generate quotation for new AMC, contract renewals, services or one time call.



smart reports

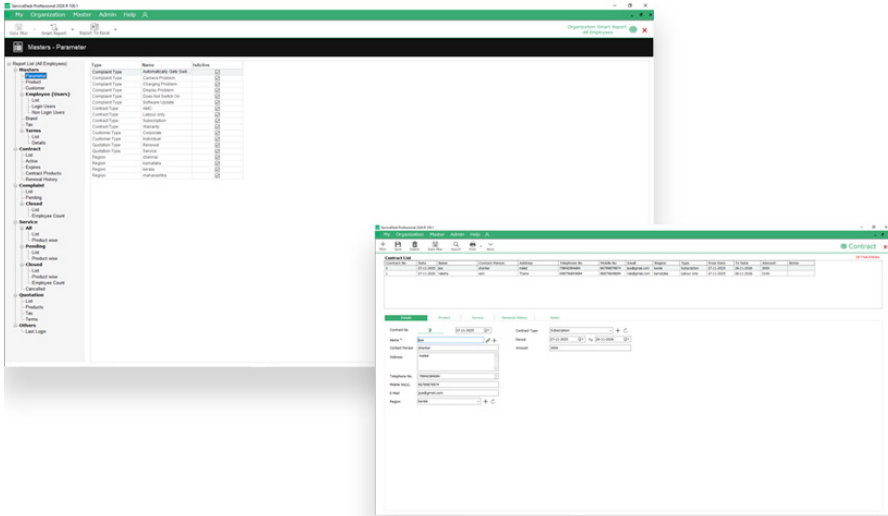
the smart reporting utility enables you to sort, group, filter & aggregate data. The data can also be exported to excel.



data backup

safeguard your data with easy backup utility.

ServiceDesk UI

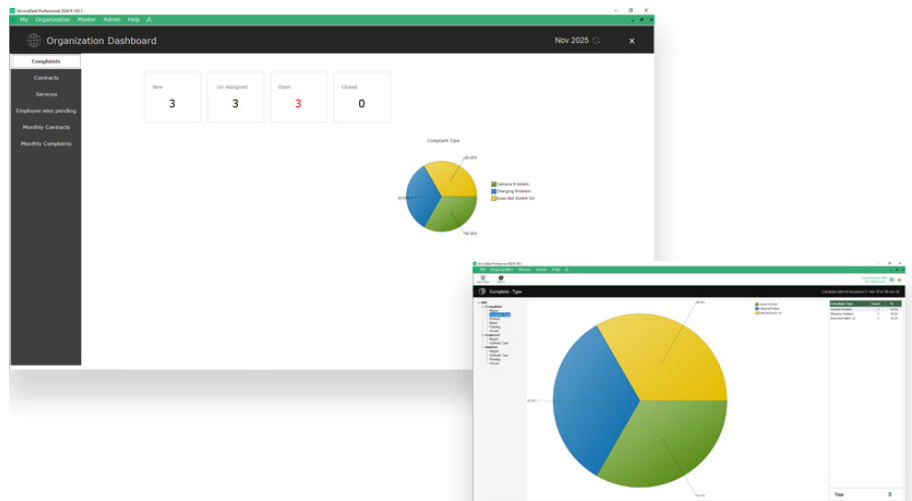


Contract & Report

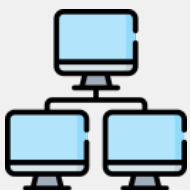
Easily manage service contracts with clear tracking of terms, coverage, and renewals. Generate concise reports to review contract usage, monitor service performance, and maintain complete visibility in one place.

Dashboard & MIS

Get a clear view of service activities with a real-time dashboard and concise MIS reports. Track tasks, workload, and performance effortlessly — all in one place.

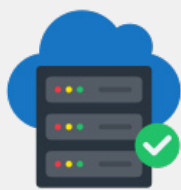


MULTIPLE DATA STORAGE OPTIONS



on-premise

store data on your PC,
laptop or Server.



online

store data on Spinsio's
cloud & access on the go.



private cloud

store data on your server
with public IP



public cloud

store data on Azure,
AWS or Google cloud.

Other Software

simple solutions for every business needs



ComplaintTracker

ComplaintTracker ready to use customer complaint management software that enables you to manage customer complaint lifecycle from complaint initiation, assignment to closure.



QuotationTracker

QuotationTracker is simple & ready to use software to create and manage a professional quotation in few clicks.



SalesTracker

SalesTracker is software specially designed for sales executive to manage their leads and follow-ups.



TimeTracker

TimeTracker is a simple and easy to use tool for any business to manage their timesheet and its approval.

SPINSO
softwares

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to know more



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about ServiceDesk Software



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