

# LOGO **DIVA SERVICE**

*Special Cloud Solution for  
Your After-Sales Processes*





With Diva SERVICE which can be accessed by your central units and points of service associated with these units over the internet, you can enable all the services to communicate with the center, manage your failure notification, service form preparation, warranty follow-up and pricing processes, perform your accessories and spare parts sales transactions, and you can closely follow-up all the stock status of your authorized services through your central unit.

With effective service channel management by your central units, you can perform stock management more efficiently, and you can increase your efficiency by lowering your operational costs. You can enable your company strategies to be extended and implemented quickly and effectively. You can manage maintenance and special services agreements concluded with your individual and corporate customers, and you can carry out detailed analyses about corporate or individual customers you provide service so you can increase customer satisfaction. You can quickly manage your processes through mass announcement, e-mail and SMS transfer.



### **Always Stay One Step Ahead with Advanced Cloud Technology**

By means of advanced cloud technology at global standards of Diva, your information is securely stored, preserved and backed-up in a cloud reserved for you. With constantly developing function set, you always stay one step ahead of your competitors.



### **Start to Use with Minimum Cost by means of its Flexible Structure**

By means of Diva's advanced cloud technology at global standards, you can quickly focus on your business without any need to make investment in hardware such as server and storage etc. Thus, you get rid of the initial investment cost and you can make payment at the rate of resource utilization. Without any additional cost, you can always use the up-to-date version. Besides, when your business is grown up, you can increase the space used by means of Diva's cloud infrastructure without making any hardware investment. It is entirely up to you to increase or decrease the resources you use depending on your workload! So, you can respond the customer needs affectively and get rid of making additional investment in hardware.



## Increase the Performance of your Services via Service Quality Measurement

You can easily and quickly measure the quality of all after-sales services you provide to your customers and the performance of your authorized services via surveys you will conduct through the system, and so you can always keep your service quality at a desired level.



## Start to Use Quickly without any Need for Installation

You can operate Diva SERVICE through the cloud without the need for any data center or database installation and without waiting for an expert for installation and implementation. All you need to do is to access to your account through a device with internet connection.

You can use Diva SERVICE on laptop and desktop computers as well as on mobile devices. Your technicians providing field service may instantly give feedback from their mobile devices by means of using cloud system and mobile device. Therefore, you can receive information from the related locations instantly, not in delayed manner.



## Enable Uninterrupted Information Flow with Integration of ERP Products

Diva SERVICE allows you to be integrated with Logo ERP products so that you will have a perfect management system. Besides, with Diva SERVICE which can operate integrated with all the other ERP products, you can provide an uninterrupted information flow between the center and points of services.



**LOGO**