

JMA DSM Dealer Service Management

JMA DSM Dealer Service Management is a modern, fully integrated business solution for the agriculture, construction, material handling and forestry/garden equipment dealers



Complete Business Solution

The JMA DSM solution offers a wide range of functions that support the processes a dealer is experiencing in his daily work.

This comprises among other things configuration of machines, handling of stock and spare parts, trade-in chain analysis and service.

100% overview

The JMA DSM (**D**ealer **S**ervice **M**anagement) system is built as an add-on to the Microsoft Dynamics NAV® system and uses the standard features of the system as well as many additional features especially designed to support the machinery business.

The JMA DSM system is highly specialised and is developed in cooperation with the machinery dealers. It is the result of many years of experience from within the business.

The JMA DSM solution makes it possible for the machinery dealer to make close relations to partners and customers. Integrations to the manufacturers through the exchange of orders, invoices and spare parts prices and the possibility of online shopping are just some of the tools that JMA DSM offers. The solution is future-proof and is constantly being developed with new features and capabilities.

Dealer Management

Get an overview of all the key business processes during the entire lifecycle of the machine or the equipment

- Assign service records to the machine so that you may quickly get an overview of previous repairs.
- Use the machine overview to see if the machine is in stock, buy or sell orders, on its way to the warehouse and so on - filter on used or new machines.
- The system also handles trade-ins of machines. With pending over prices we ensure that the traded-in machine is set to the correct stock value. The over prices are offset in the margin of the sold machine. The trade-in chain can be long but the JMA DSM system shows all profit or funds tied up in the inventory.
- Configure your machine with the possibility of opting for components on both the purchase or sales orders.



- Integrated CRM system - keep track of your pipeline and your leads. Get help to create an overview of current and future customers.
- Create quotations and orders directly from your tablet, windows client or web browser.
- Integrate the system with external sales channels such as mascus.com, used-tecworld.com, tec24.com or web-parts.com. When the machine is sold, the internet portal is updated automatically. In addition the machines are uploaded directly from the JMA DSM system to the online portal. In this way the user does not have to maintain multiple systems.

- Tailor your own DEALER MANAGEMENT role center with an overview of all machine sales orders. The role center can be displayed as a list or with a graphic display.

Service

Register the time consumption your technicians spend on service orders with scanners and / or mobile phones. The hours are transferred directly to the service orders before posting. In addition, the hours spent make the basis for payroll accounting

- Use Service Kits so that you will not have to enter the same items once more when service orders are created. Service Kits can be used in connection with sales and service.
- Get an overview of for example all open service orders. These can be displayed as a list or graphically as a bar graph.
- With the built-in "planner" in the DSM system you can plan the technicians' work tasks day by day or week by week.

Stock

- We offer scanners that can be used for inventory, price checking and label printing. We have several different varieties: some to be docked to transfer data to the DSM system, others run online via FTP with direct connection to the system.

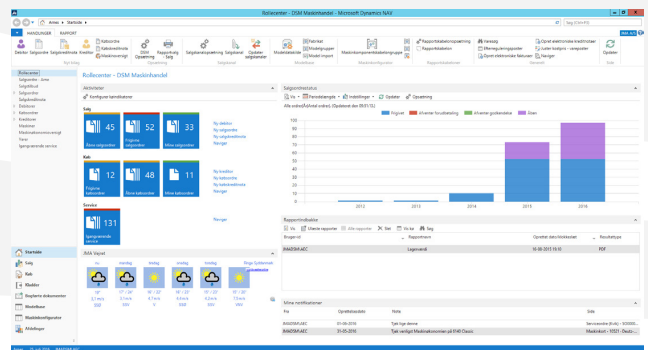


- Minimize costs when ordering products. Save money on delivery costs. Minimize storage rate and reduce obsolescence. You can use the inventory optimization model Wilson for this. We have several customers who have saved a lot!
- The possibility to manage product orders with a cost differentiated ordering point. In this way different commodity groups can be planned so that inventories are kept in check.
- Control goods after stock turnover - in this way you minimize the risk of varied experiences from customer to customer.
- Get help with inventory status. Print an inventory journal and make the system calculate the number of items in a particular range or location number.
- We have an agreement with several suppliers for electronic price updating of items. The prices are updated in the DSM system automatically so you do not need to maintain prices manually. Your prices can be adjusted with various rates, if you do not want to use the prices directly from the suppliers.
- Place purchase orders directly with your suppliers when you have purchased the module for supplier integration.

Right now the system can be integrated with:

- MI (orders and invoice receipt / web export and import)
- LMB (web export)
- Kverneland (web export)
- Johnston (web export)
- John Deere (web export)
- HCP (web export)
- Branches (orders and invoice receipt)
- DK-TEC (orders and invoice receipt / web export and import)
- CNH (orders / (web export)
- AGCO (web export)

- Last but not least, the user has the ability to access the system from the role center STOCK to get an overview of all activities related to this area.



Financial Management / Administration

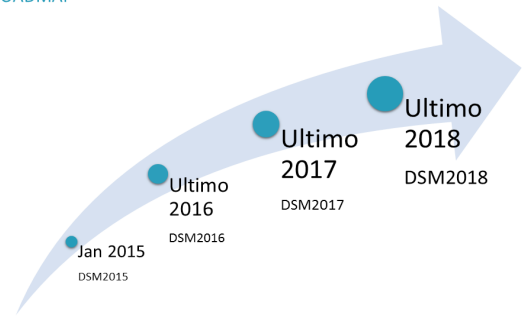
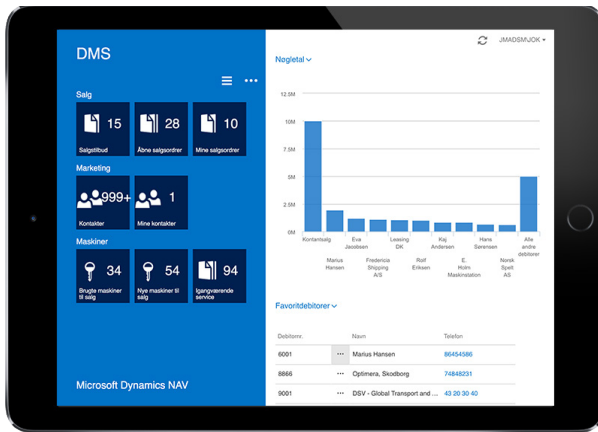
- All our customers are using the same account plan.
- To help creating new customers you may use templates. In this way you do not need to enter all the information again when creating the next customer.
- If debtors change address, the change can be made at once across all open orders. Thus the user does not have to edit the change on every single order.
- Prior to posting you may, by use of "required fields", ensure that important information/fields are completed before posting. If the field is not completed, the system will alert the user, and it will not be possible to post the order.
- At the same time a warning can be set up for minimum coverage in order to ensure that a machine cannot be sold at too low a price. It is also possible to set up a warning, so that you can remind yourself to offer the customers a product sheet, a service contract or the like at the point of sale. You can set up yourself the text in the warning.
- Be warned by the DSM system if the customer exceeds his credit limit. All warnings can be turned on / off.



JMA A/S the preferred IT supplier

JMA A/S wants to be the preferred IT supplier for our customers within ERP solutions

- Our business solution is at the forefront of the technological development.
- Our skilled developers ensure that the DSM system is updated with the latest versions.
- Our consultants are constantly trained so that JMA is equipped to support our customers with competent solutions.
- We are a certified provider of hosting solutions for ERP, Office 365 and JetReports (management consultancy) and have since 2010 operated a professional datacenter where stability, security and uptime is in focus.



Go mobile with JMA DSM

With the latest version of JMA DSM you can manage your business wherever you are.

The new possibilities with mobile devices makes it easy for you to gain insight into orders, leads, economy and much more while on the go - and you can design your screen exactly as you wish.

See more at www.jma.parts

Advantages

- Future-proof and globally respected ERP solution from Microsoft Dynamics NAV with the special business add-on from JMA DSM
- Certified solution that follows upgrades and version management in accordance with Microsoft Dynamics NAV versions
- Fully updated and modern JMA DSM business solution that has been initiated from needs in the business and developed by experts
- Professional and competent services and consultancy
- Certified and reliable hosting environment

About JMA

We are specialists in IT solutions for machinery dealers. We advise on the optimization of business processes, machine setup, financial reporting, trade-ins handling, training, technical installations and hosting - in short everything concerning IT for machinery dealers. We are the experienced sparring partner with close relationships with both suppliers and industry associations.



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