

A close-up photograph of a woven fabric, likely a seatbelt or safety harness, featuring a grid pattern. A white rectangular label is attached to the fabric. The background is slightly blurred, showing more of the fabric's texture and some stitching.

EXECUTIVE SUMMARY
FLP[®] SERIAL NUMBER TRACKING

SERIAL
NUMBER
TRACKING

RECURRING REVENUE

FLP[®] Serial Number Tracking complements all of the business functions and ties them all together – customer Management, sales, services, technical support and revenue. Currently there are a great number of companies often neglecting to capture revenue potentials by providing quality services, leaving the servicing and supporting functions to third-parties. Providing service represents a wonderful source of recurring revenue. Moreover FLP[®] Serial Number Tracking offers a complete service solution to efficiently manage the entire product life cycle, allowing your enterprise to leverage the complexities of customer services. Internally, FLP[®] Serial Number Tracking collaborate all department staff where billing department can effectively bill contracted customers, service support can get to access the most updated information of the product located at customer site, sales office can push upgrades or new products and customer services can always respond instantly to customer enquiries.

RESOURCES PLANNING

FLP[®] Serial Number Tracking enables you to formulate both long-term strategy. In addition, its convenient analysis capabilities let you prepare planning schedule for on-site services, model upgrade, renewal policy and technical skill sets, parts and optimization of technical personnel arrangements for installation.

FLP[®] SERIAL NUMBER TRACKING

TURNING RISK INTO OPPORTUNITY

FLP[®] Serial Number Tracking is a perfect interaction to facilitate efficient service planning and fulfill commitments to customers. Whenever customer issues arise, with FLP[®] Serial Number Tracking, you turn risk into opportunity as you can relaxingly resolve customer disputes quickly by running down the entire business events from initial pre-sales activities, maintenance contracts, earlier service calls, return materials history to final settlement. The quick resolving customer dispute contributes to the founding of customer loyalty.

PROFESSIONAL SERVICES

FLP[®] Serial Number Tracking helps your company secure valuable customer bases by rendering superior service while your competitors are still busy locating the model number or historic call status. FLP[®] ensures profitability through operational efficiency. Also it integrates seamlessly with fundamental back-office processes. With FLP[®], you enjoy the true value of customer relationship management where CRM is extended to after sales service support.

REDUCE SERVICE COSTS

FLP[®] Serial Number Tracking provides technical staff with the handy tools and accurate information they need to diagnose the malfunction of a product and it helps them resolve repairs on the first on-site service or even resolve inquiries over the phone so that costly follow-ups can be avoided.



FLP[®] SERIAL NUMBER TRACKING

ON-SITE SERVICES

FLP[®] Serial Number Tracking extends the full power knowledge management to on-site services anywhere, anytime, providing the site service staff a convenient user interface to put together the background information of the customer and the field product.. In addition the intuitive interface minimizes training requirements for new staff and turbo charge the standard of on-site services

SUPPORT SALES ACTIVITIES

FLP[®] Serial Number Tracking is the reliable support for sales and marketing activities in the process of interaction with your customers when engaging in business transactions, order fulfillment, and service support. FLP[®] considerably improves your company ' s ability to commit business transactions, excel customer expectations, and create new demands. What's more, FLP[®] helps you increase profitability and institute market leadership.

RESOLVING CUSTOMER DISPUTES

More than often, customer disputes originate from dissatisfied customers who keep waiting for feed-backs than faults on a product. FLP[®] Serial Number Tracking eliminates the potential costly disputes by reacting instantly with the customers with identified problem areas and immediate schedule call visits.



TREAT CUSTOMER PHONE CALLS SERIOUSLY

The inefficient handling of customer phone call will pull your customer away. Delivering quality service is the key to moving ahead of your competitors. FLP[®] Serial Number Tracking is a built-in cost-efficient tool helping you strengthen customer relationship management and maximize your return on investment.

RETURN ON INVESTMENT

FLP[®] Accounts Receivable Manager and Accounting Manager let you achieve a fast return on investment through the automation of financial reporting. You can enforce consistent accounting treatment across all accounting departments in your group to reduce risk of noncompliance of accounting standards. Your company also benefits in increased efficiency in budgeting and forecast. FLP[®] is an all-in-one business software solution and you don't need to maintain the inefficient and costly heterogeneous software.

FLP[®] SERIAL NUMBER TRACKINGFLP[®]
BUSINESS
MODEL

A FOUNDATION FOR YOU TO BUILD YOUR OWN BUSINESS MODEL

No two companies are the same even conducting the same business in the same industry. Why should you choose a standard software package.

No other software solutions provide more feature and functions than FLP[®] does costeffectively. No other software solutions provide such an all-in-one interface integrating with your company wide company business processes. FLP[®] provides a market leading collaboration platform for all your company staff to work on anytime, anywhere with unlimited scalability without physical country border barriers over the Internet.

What's more, FLP[®] shares our experience with you to customize the software applications to suit your business and prepare for the future.

FLP[®] is empowered by IBM[®] Lotus[®] Domino[®]/Notes[®] technology.

© 2004-2005 by Ultra Active Technology Limited. All rights reserved. Ultra Active Technology Limited is the developer of FLP[®]. FLP[®], UAT[®] and all FLP[®] products and services mentioned herein are trademarks or registered trademarks of Ultra Active Technology Limited in the Hong Kong SAR. All other product and service names mentioned are the trademarks of their respective companies.

ULTRA ACTIVE TECHNOLOGY LIMITED
Room 1903
Office Tower, Convention Plaza
1 Harbour Road
Wanchai
Hong Kong
Hong Kong SAR

Tel: (852) 3111 9600
Fax: (852) 2357 5328
FLP Hotline: (852) 3111 9696
FLP Customer Services: (852) 3111 9686
FLP Website: www.flpe.com
Email: info@flpe.com