

VARUNA

Service Software
to Run Your
Business from
Anywhere

The screenshot shows the VARUNA web dashboard. The top navigation bar includes 'Müşteriler', 'Envanter', 'İççilik', 'Servisler', 'İç Gücü', 'Planlama', 'Servis Konsolu', and 'Ayarlar'. The main content area is titled 'Planlama' and features a map of Istanbul with various service locations marked by colored pins and icons. Below the map, there is a table with columns for 'Servis Talebi', 'Kayıt Olup/olan Kipi', 'Müşteri', 'Durum', 'Kaynak', 'Tip', 'Öncelik', and 'Konu'. The table contains two rows of data.

Servis Talebi	Kayıt Olup/olan Kipi	Müşteri	Durum	Kaynak	Tip	Öncelik	Konu
56789	Deniz Öcal	EREM ÖZARIKAN	(Tümü)	(Tümü)	(Tümü)	(Tümü)	Kimya Su akytor
56787	Demirhan İSBAKAN	EREM KAYATIRIK	Açık	Telefon	İstek	Yüksek	Kimya Su akytor

The screenshot shows the VARUNA mobile app interface. The top bar displays 'Service Console' and the user's name 'Demirhan İsbakan'. Below this, there is a 'Completion Rate' section with a donut chart. The main content area shows 'Service Order Status' with a large number '5' and 'DISPATCHED'. Below that, there is a 'Summary' section with '0' and 'INCOMPLETED'. At the bottom, there are two rows of data: '0.00 TL' for 'COLLECTIONS' and '0.00 TL' for 'INVOICES'. The bottom navigation bar includes icons for 'Tamir Bilgisi', 'Ürünler', 'Yedek Parça', 'İççilik', 'Masraflar', 'Tahsilatlar', 'Servis Formu', 'E-İmza', 'Notlar', 'Dosyalar', and 'İç Özeti'.

The screenshot shows the VARUNA mobile app interface for a service order. The top bar displays the time '05:12:19' and the battery level '43%'. Below this, there is a 'ZİYARET BİTİR' button. The main content area shows the name 'SERGEN TAMAY' and the address 'Cemal Gürsel Caddesi No:36-A Kartıyaka'. Below this, there is a 'Başlangıç: 02/11/2021 12:18' timestamp. The bottom navigation bar includes icons for 'Tamir Bilgisi', 'Ürünler', 'Yedek Parça', 'İççilik', 'Masraflar', 'Tahsilatlar', 'Servis Formu', 'E-İmza', 'Notlar', 'Dosyalar', and 'İç Özeti'.



Solutions Gallery

Field Service

Technician focused on personal interaction and scalable efficiency

Appointment-Centric

Service Requests

Service Orders

Dispatching

Mobility

Maintenance

Certified expert focused on complex equipment, telemetry, regulations

Equipment-Centric

Predictive Maintenance

Planned Work Orders

SLA's

Mobile

Triage Center

Rollout

Closeout's time tracking. Provide real-time insights into quality performance tracking and operational data for all of your projects and sites.

Project-Centric

Contractors

Long-Term Works

Project Workflow

Tasks

Planning

Mobile

Connect All Personas on a Single Platform



Customer

The customer needs support with the product they have purchased. She needs to be able to reach you through many channels. She wants to be constantly informed about planned visits



Customer Support Rep.

Receive the call. Informs the customer about his request and tries to resolve the problem. If necessary and initiates the field event by creating a work order and booking a Services Appointment.



Dispatcher

Dispatchers observe the service operations. Finds out immediately about any sudden issues occurring in field work. Coordinates changes to your schedule "on the fly". Their communication with the field should be continuous and smooth.



Field Technician

Technicians receive instructions on what to do. Upon arriving at the location, he will perform all the work required, update the work order and capture the signature within a service report. They are accountable for the quality.



Manager

They are responsible for the entire after-sales operation of the company. Correct and effective use of resources and increasing profitability by reducing costs are their most critical tasks.

Account Management

Easy access to all information, records & service history via Account 360

Workforce Management

Optimize the service chain by identifying the right workforce size and skill mix, available at the right times, and boosts employee and customer satisfaction.



Work Order Scheduling

Maximize technician productivity & efficiency schedule tools consistently deliver a great customer experience

Automate Warranty Claims

Simple online process to submit a warranty claim based on a product, customer and service request details

Contractor Onboarding

Deliver faster, smarter service with integrated third-party contractor management

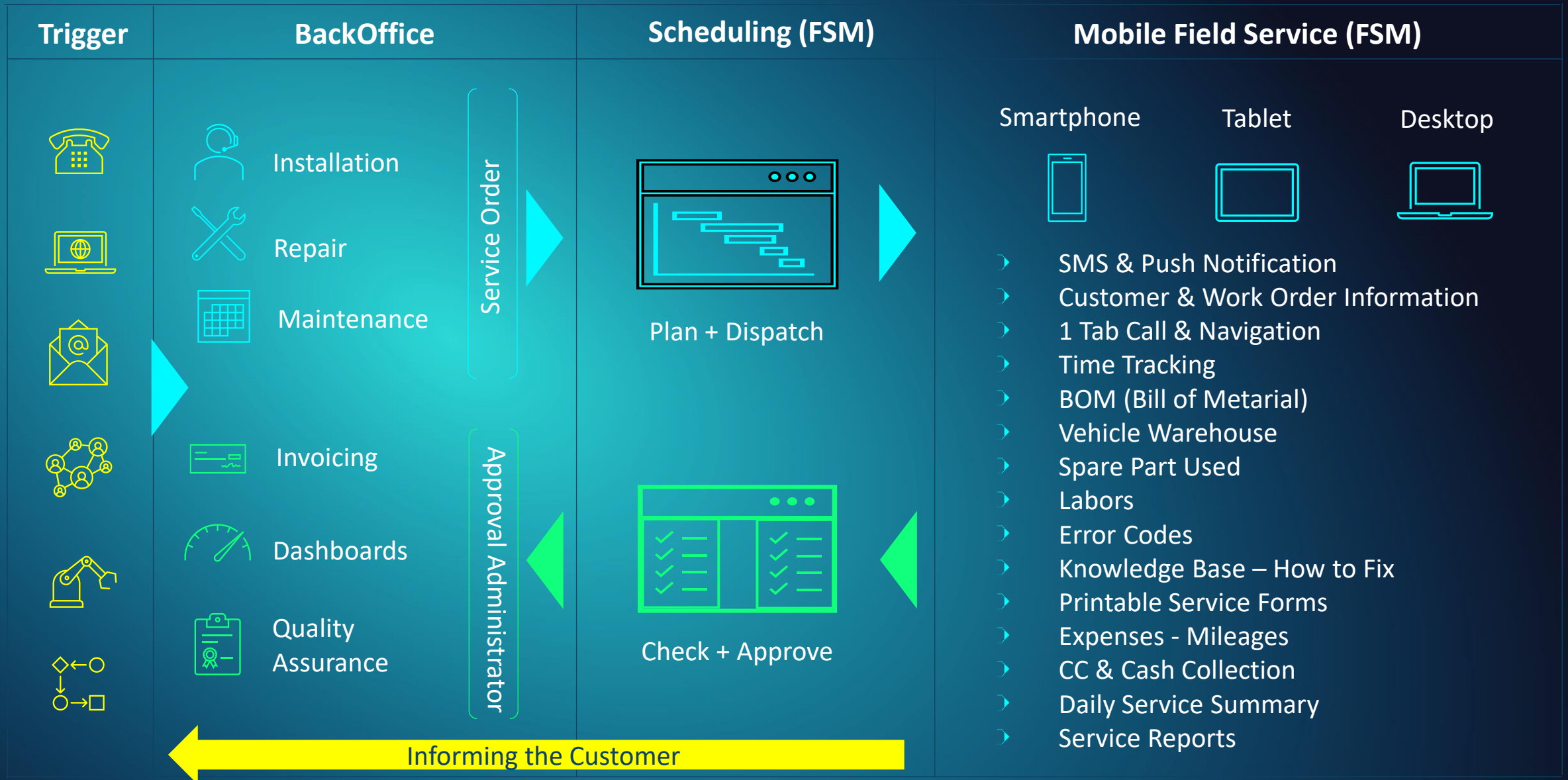
Mobile Field Team

Improved Technician Productivity
Enable technicians to securely carry out field service functions almost anywhere, on mobile device

Inventory & Spare Parts

Real-time data on stock levels and movement of inventory. BOM Track.

Field Service Management Workflow



More Features & Productivity Tools

- Multi Language
- Multi Currency
- Authorization Management
- Rule Management
- Resource Management
- Report Builder
- Tag Cloud
- Event Logs
- UTC
- Communication Templates
- Calendar & Reminder
- Microsoft Power Automate – Varuna Connector
- Micro Web Site
- File & Photo Attachment
- pdf, xls etc. Converter
- Mobile Printers
- Better UX



Why Varuna?

For aiming to step ahead

- Faster Improvement , Faster Delivery with cutting-edge technologies
- Data-driven decision-making
- Eliminate time consuming paperwork
- Keep inventory up-to-date
- Increase the productivity of service partners and field technicians
- Enhance technician utilization and service quality
- Reduce operational expenses by offering partners and customers with instant updates on work order status
- Minimize unnecessary costs by tracking the parts, technician time and labor costs precisely
- Eliminate SLA promise violations



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Thank You