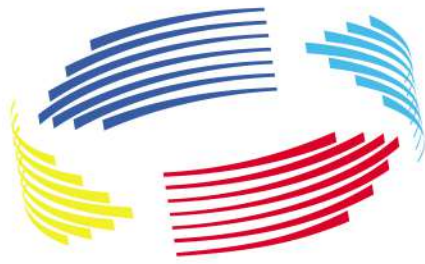


I.T. SERVICES SOLUTIONS



MVS

MULTIVENDOR SERVICE

Getting Better

APPLICATION DEVELOPMENT





Multivendor Service has an inner software house composed by a specialized staff in the realization of complex and personalized applications.

Thanks to the confidence that our customers give us from over 20 years, we have developed solutions of analytics services, a platform of logistic management system Lambda, the CSM service desk askq and the suite askq 2.5.

Our technologic infrastructure uses trade leader instruments for the management of credentials, safety and data bases. The platform is offered in Cloud o SaaS (Software as a service) guaranteeing to the client maximum flexibility in terms of control, maintenance and technological update .

ANALYTICS SERVICE

- why MVS? Because using Analytics services our customers are able to solve in an efficient and economic way big business problems, reaching ambitious aims without obtain products, infrastructures and competences of difficult management.

We have a professional staff dedicated to this services, displaced in house or at the customer.

Some analytics realizations:

- integration with systems presented in the business
- interfaces of communication between systems of different philosophy
- distributed web applications
- stand- alone applications
- plan of innovative solutions

The advancement software process is divided into agreed phases and shared with the client respecting the following guide lines:

realization processes

- acquiring of the business aims
- collection of requirements
- functional analysis
- development application
- test and release in production
- debug and maintenance

Backing processes

- documents
- configuration
- re- examination and modification
- solve problems

LAMBDA

This logistic management system offers complete solutions for the management of the wares in the storehouse. LAMBDA integrates with the most widespread ERP systems of the market and shipping systems and offers the following services:



Web Based: is the logistic management born to manage wares distributed to single or storehouse present locally.

It adapts itself to every storehouse layouts, following its changes.

Lambda is a web-based system: with a simply browser is possible to access to the platform.

Also the new operator positions or the new sites can be easily integrated in the system without installing software on the pc.

Radio-frequency system: it has a radio-frequency form where all managing functions of products of storehouse are presented. In real time Lambda controls the stock and guide the operator in all the loading phases, preparation or making of products, until the composition of the mean of shipping.

Real time and statistics: it provides information in real time about quantity, locations, conditions and order history for each single item in the storehouse; it support the annual inventory and the rotating one.

Lambda has an integrated form for the production of very detailed movement statistics.

Planning, dashboard e KPI: it is possible to calculate the time expected on the base of the work load presented at system. It allows a careful planning of the staff. Specific dashboards provide the synthesis of the KPI.

SERVICE DESK ASK Q

The automation is a key factor in the assignment of IT efficient services. It is sketched for a remote and centralized management, it answer perfectly to the growing request of use of instruments and professional services without acquiring the infrastructure.



MODELLO	OFFICE	STATO	CODA
ERA	AG08	Office 3	HIT
MCORZZ	VM45	Office 4	HFP
TA	618P	Office 2	TAK
SA SPA	AG08	Office 2	HFP
URA SRL	6121	Office 2	TAK
	VM05	Office 4	HFP
LANO	VM45	Office 4	HFP
PAHE	3635	Office 1	HFC

Our CRM service desk askq services are proactive and constantly oriented to the coherence of the service levels, they contribute to a better use of the inner support resources and to a better service perceived by users, producing the best profit with the smallest investment

Key Performance Indicators

Among the different possibilities, the system notices the opening and closing times, first contact (callback time), first intervention (response time) and last solution (solution time) and many more indicators.

All the information are available in real time both in table chart and graphic. Moreover They can be exported in the common Office format.

Why Service Desk ASK Q

- Interface 100% web based
- complete management of off-line device
- high scalability and possibility of configuration
- safe and completed frame completed of Automation and Monitoring functions
- integrated and modular system
- wide selection of supported device
- Integration with systems of third part and OEM



We offer a complete assistance service For our customers, 24 h a day 7 days a week.
We care about your computer problems to allow you to concentrate on your business, without loss of time.

- toll free number to contact the service desk
- the possibility of assistance require at the service desk with a click
- the insertion of personalized field on demand
- we provide assistance wherever our users are, it's suffice an internet connection

Everything at our customers service directly in the task bar



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