

SERVICE REPAIR & MAINTENANCE

服务、维修和保养云系统

Service Centre
Experience Redefined

Scan to Watch Video



Why
Technology?




Who is
ChainSpirit?



What is
SRM?

Contact Us

Chain Spirit Sdn Bhd
co 652994-w

 Lingkaran SV, VO2-07-05, Sunway
Velocity, 55100 Kuala Lumpur, Wilayah
Persekutuan Kuala Lumpur



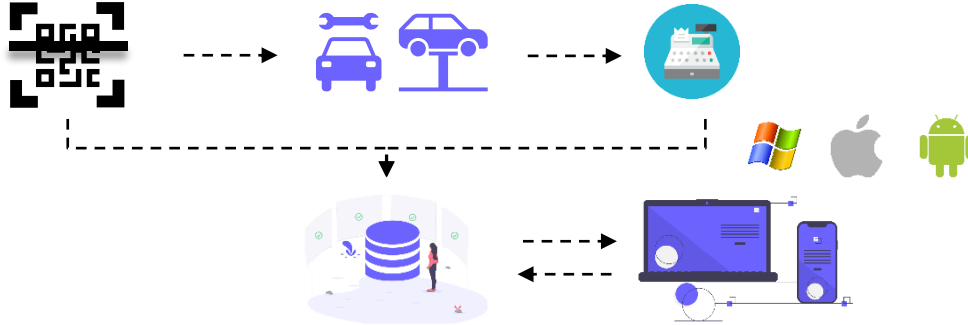
support@chainspirit.com



03-2714 2068

Service Centre Online (SCO)

Times have changed and everything is now run digitally hence it's necessary for business to embrace technology in this era and run their businesses digitally despite the expenses incurred because this promises a more positive outlook.



SCO is a cloud-based solution for service centres. It enhances smooth running of daily service operations while enabling them to record their customers data easily through leveraging QR technology that everyone is familiar with.

Service Record Online (SRO)

An Essential Feature for a Secure & Unique Service Centre

Every vehicle service job record will be stored in the cloud services as it provides an inexpensive alternative to papers and conventional digital bookkeeping.

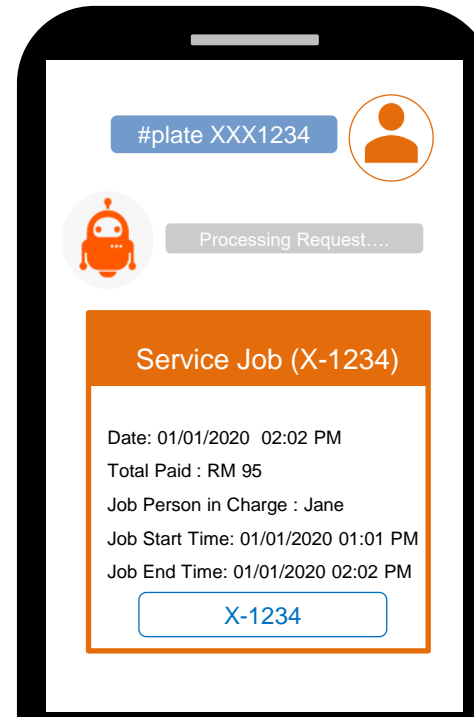
Vehicle owners are able to access all of the service records of their vehicles online. The vehicle service records can act as a proof of purchase for service jobs and can be utilized for warranty claims. Conversely, service centres are also able to protect themselves against fraudulent and false customer claims by presenting said service records.



This feature allows vehicle owners and companies with fleet vehicles to view the service records of multiple vehicles maintained at different service centres.



Companies owning a fleet of vehicles can also have a consolidated view of each and every vehicle's service records and receipts.



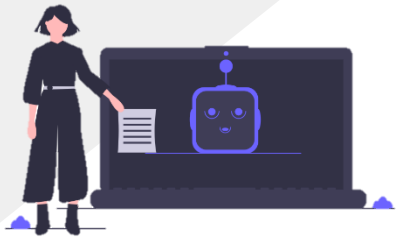
Bot Messaging

The Service Centre at the Palms of Your Hands

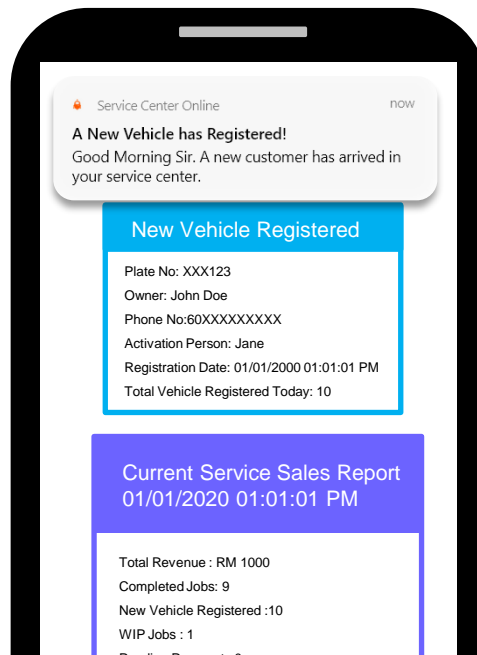
Enhance your workspace with the assistance of our SCO BOT service. SCO BOT service helps in keeping you up-to-date with your service centre's activities anywhere and anytime.

Keep yourself informed about:

- Customers Arrivals & Vehicles Registered
- Number of Customers Currently in the Service Centre.
- Stages of a Vehicle Service Job
- Parts being Sold
- Job Status (In Progress, Cancelled, Completed, and Paid)
- Payment Activity
- ...



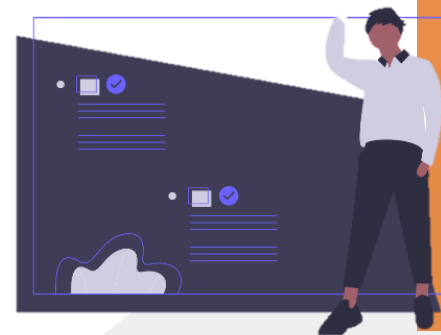
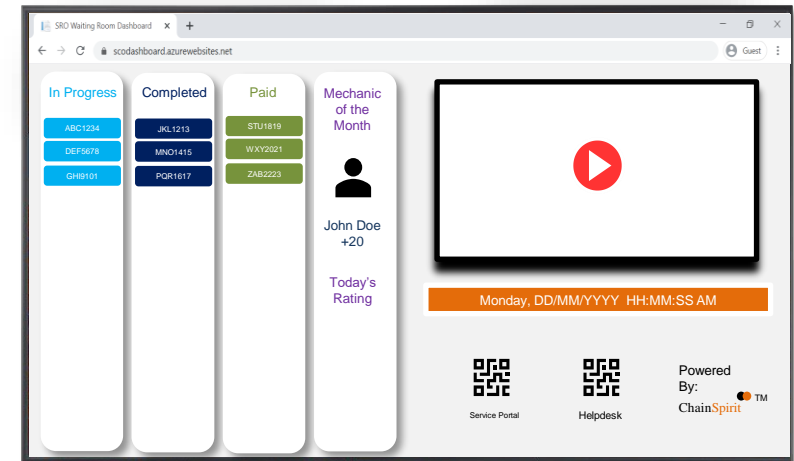
Maintaining a good relationship with your loyal customer is essential in customer retention. Bot messaging can be an asset in alerting you about the arrivals of your loyal customers to your service centre, offering you the initiative to forge a relationship with your customers.



Waiting Room Dashboard

To thrive in the marketplace,
you must first thrive in your workplace

By subscribing to our SCO, Your Service Centre will be equipped with a Waiting Room Dashboard that will give your Service Centre a modernized workspace ambience for your customers. With the presence of this dashboard, Your customers will be able to see the current status of their vehicle's service job.



Additionally, it provides an avenue for your mechanic's performance to be recognized; when a customer compliments their service via a survey, it will be shown on the dashboard in a bid to continuously motivate the mechanics for their competence.

Analytics

Information is the Key to a Prosperous Business

Data is not useful if you cannot make any sense of it. SCO captures all the raw data and transforms it into understandable information displayed on an informative analytics. This will enable you to make prompt business decisions that are not only informed but will also serve to grow your business.

Every Customer is Valuable to your business.

It is essential for your business to identify your most valuable customers. By using data analytics, your business can immediately recognize your loyal customers. Therefore, being able to focus & prioritize them more.



Building A Customer Base

In addition, it is crucial to understand the ever changing customer landscape to attract more customers and create a stable customer base to ensure a steady and successful business.

With data analytics, your service centre can distinguish your customers based on their spending habits. By leveraging on these analysis, you are able to upsell or cross sell to the target customer.



With the current business landscape featuring fast-moving trends, having analytics would be an asset to your business. Hence, SCO prepares you amply to react to such trends.



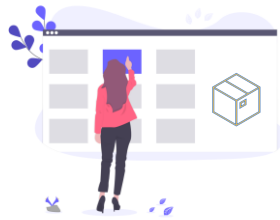
Retain Your Talents

by analysing customer feedbacks about your employees. Our Analytics assists in monitoring your employee's work performance which helps you in appreciating and recognizing their talents, consequently improving their self-confidence and performance.

Inventory+

Inventory+ is specifically designed for service centre operations and integrated to SCO with advanced traceability of stock movement. Every activity can be precisely traced, starting from each purchase of stock, to which service job it is dispatched to, to which customer it belongs to. This is achieved by viewing a product through 3 different perspectives.

The Stock Card view is where you can inspect the records of a product based on the type of transactions such as Stock Ins, Service Transactions, Interbranch Transfers & Adjustments.



The Stock Movement view allows you to exclusively examine the precise amount of incoming and outgoing of a product. Hence, you can track a product's history & tally its current balance with ease.

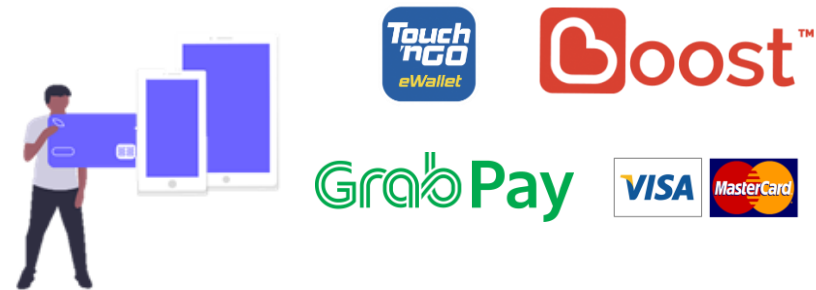


Lastly, your products can also be viewed from the First In First Out perspective. This enables you to view which current batch of stock your service centre is using for a product. Additionally, calculating the gross profit for each batch of stock in can be done accurately.



POS+

With POS+ integrated, service centres can broaden their payment options for vehicle owners and companies. As such, they can now pay for their service jobs remotely with their E-Wallets such as Touch'n'Go, GrabPay, and Boost without even needing to be at the service centre.



WeChat



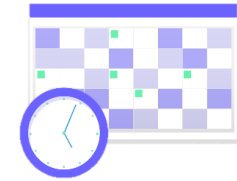
Our latest venture with WeChat has also led us to develop a mini-program for SRO. So alternatively, vehicle owners can access their online service records securely through the mini-program in WeChat anywhere, anytime in a matter of minutes.

Add-On Modules Available

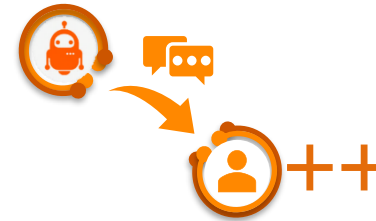
ChainSpirit™

Chain Spirit is an enterprise solution provider that specializes in Big Data. Since its founding, Chain Spirit has helped local multi-national companies and government linked companies in adopting enterprise solutions into their daily operations and business decision making to improve their organization's overall performance. With years of collective industry experience in Big Data, Chain Spirit has pioneered a cloud-based solution, SRM, for service centres to digitalize their service operations with modern technology.

Automated Service Appointment



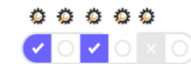
Add-On Bot Message Receiver



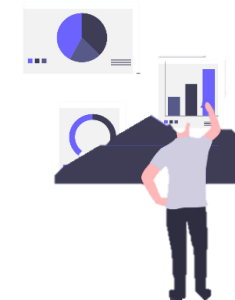
Survey+



Secure QR Gate Pass



Full System Localization



Data Lake : Business Intelligence