Hardware Services Web Tutorial

PHG Technologies consolidates the best in class maintenance programs of our numerous partners, and gives clients access through the convenience and efficiency of a single point of contact.

Our on-line suite of software tools save time and money in the processes of procuring, managing, tracking, and utilizing these "Best in Class" multi-vendor IT services.

Here's how it works:

Equipment information is loaded into the PHG Technologies web site where it is accessible through a secure user name (s) and password (s). PHG Technologies imports this data for you.

IT Hardware Maintenance & Asset Tracking

Once logged into the system, end-users, technical support staff, or IT administrators can easily access all equipment, and location information through a variety of search fields, including city, address, serial number, service level, and contract number.

Here, service calls can be placed by choosing the device by serial number, clicking on the red "Place Service Call" letters. If you need other questions answered, click on the link to your PHG Technologies account manager, or give us a call.

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Once the device in need of repair is chosen, type in a brief description of the problem, along with contact information for the technician, and your service request is directly and immediately sent to the service help desk.

PHG Technologies then sends you an email confirmation to confirm call placement date, time, and work order data.

You will always receive an electronic record of the call placement.

PHG Technologies also provides on-line service call history reporting. Sort by site, serial number, model number, or date range. Know when calls were opened and closed, what the problem was, and whether service levels were met.

If you need service call escalation assistance, the PHG Technologies staff will interface with the service vendor, so you don't have to.

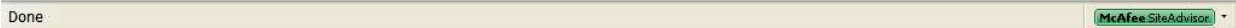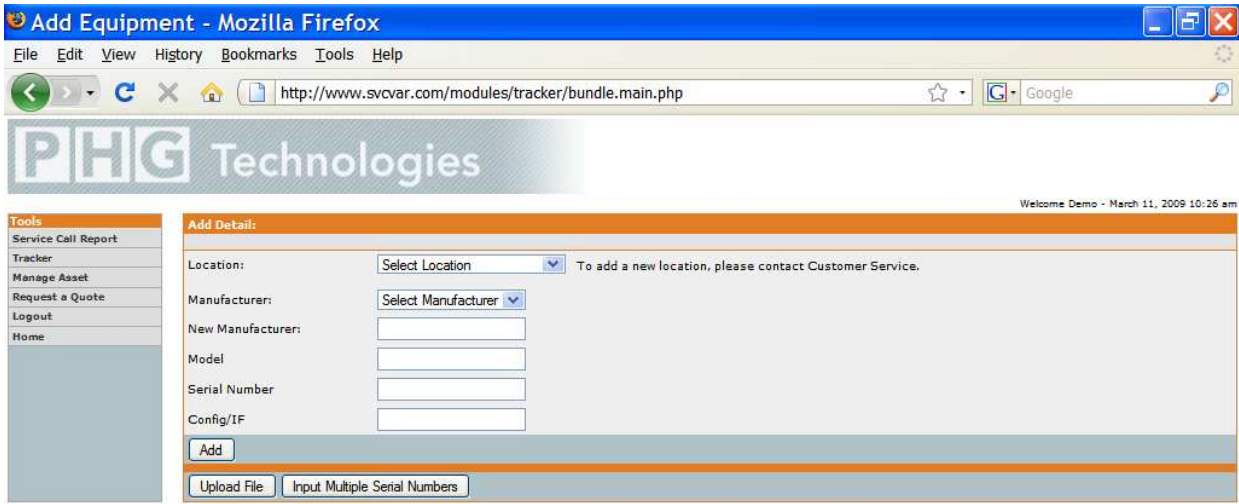IT Hardware Maintenance & Asset Tracking

Our software tools also give you the ability to customize service call history reports, and email or export to CSV.

You can manage assets *not on contract* with PHG Technologies through the Asset Tracking Tool. PHG Technologies helps you manage your IT devices, whatever they are, wherever they are.

The Asset Tracker also allows you to manage the key IT personnel associated with all or part of your equipment, contracts, and locations. You decide which personnel can view all or part of your account by assigning user groups and use permissions within the user profile.

More of the PHG Technologies web features can be accessed at www.easyasphg.com including an interactive asset tracker demo. For more information, please give us a call, **866-371-5133**, or dial into our Request-A-Quote web feature.

Contact us today to find out how you can save time and money and make service easier!

PHG Technologies
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