



Service Management Translates into Better Call Management for PRONTO North America

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Better Call Management from Service Management Translates into overall Win-Win for PRONTO North America

PR9.NET November 15, 2005 - Service Management incorporates a flexible network that maps the diverse requirements of customers to the system. Whether a fleet of vans carrying parts, a team of on-site engineers, or a pool of technicians with various skills sets, all the functionality to service customers is possible while increasing the profitability of a company operation. Calls can be entered and prioritized by customers over the internet and they can be kept informed of their call status at any time.

According to Mike Ligudzinski, CEO of PRONTO North America, "Service Management handles the ongoing service of customers' equipment. It enhances the quality of customer service through better call management, fast call resolution and simplified contract management."

PRONTO North America, Inc. based in Eden Prairie, MN, is widely recognized as the authority in technologically driven business solutions and process management. Utilizing innovative implementation techniques and tools, PRONTO North America generates increased performance, service, efficiency, and accountability. Through PEER (Process Evaluation Executive Review), PRONTO North America captures the values of Lean Manufacturing throughout the enterprise. This functionality is accomplished utilizing a highly-trained world-class staff and an innovative process modeling and automation toolset unmatched in the industry, ensuring the realization of continuous process improvement and profitability. This expertise segues to PRONTO's BPM powered by XSol.

PRONTO North America is the North American Master Distributor of PRONTO-Xi, a comprehensive software system allowing manufacturers, distributors, and retailers to effectively manage all phases of their business. Far beyond just another Enterprise Resource Planning (ERP) System, PRONTO-Xi's financial and distribution applications are unique and have provided maximum return on investment for a wide variety of organizations since 1976. From PRONTO Production to PRONTO Advanced Warehousing; from PRONTO Planning to PRONTO Quality Management System (QMS); from PRONTO Distribution Requirements Planning (DRP) to PRONTO Forecasting Management, the cross-section and breadth of integrated elements addressed by PRONTO-Xi is unmatched in the marketplace and justifies its natural leadership role as the best fully integrated business software solution.

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