Cloud solution for after-sales services

DIVA SERVICE

Logo Diva SERVICE, the cloud solution for product services

Logo Diva SERVICE, which offers Logo's innovative technologies with its cloud infrastructure, manages after-sales service processes of retail companies in a fast and reliable manner. All authorized service points connect to the central structure via Logo Diva SERVICE, and efficiency increases are achieved in all service processes, from repair to procurement of spare parts. Meet Logo Diva SERVICE, which requires no technology investment, can be scaled as needed, and enables web-based communication between headquarters and authorized service points, enhances customer satisfaction by improving service processes to increase your service power!

End-to-end satisfaction in service processes with a cloud-based structure!

For customer satisfaction, after-sales service is as crucial as the product itself. The service processes that are managed in an integrated manner at every point, from the initial installation of the product to the actions in relation to warranty, failure notification and spare parts procurement, increases customer loyalty towards your brand. Developed in line with this understanding, Logo Diva SERVICE enables central or multi-service networks to be managed in the most efficient way. Perform all service operations quickly and easily with Logo Diva SERVICE which can easily be activated without any investment requirements, thanks to its cloud-based structure, and can be used on all devices. Use Logo Diva SERVICE to provide high quality on-site support, and increase customer satisfaction!

What are the benefits of Logo Diva SERVICE?

- Cloud technology that does not require any investment
- Increased customer satisfaction
- Real-time and uninterrupted communication between headquarters and service points
- Standardization and complete supervision of service processes
- Mobile use
- Feedback to support product development process
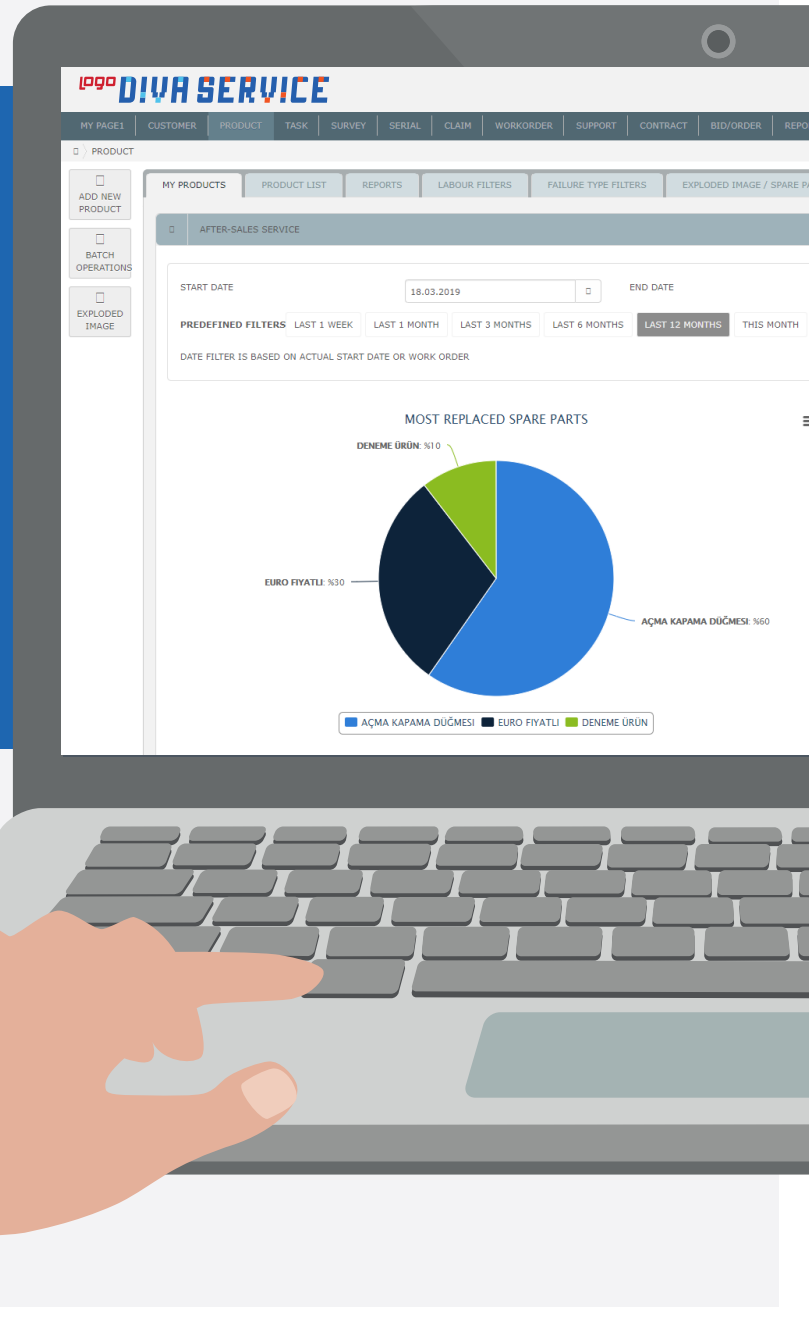
Capabilities of Logo Diva Service

Uninterrupted communication between headquarters and authorized service network

Easy-to-use interface

Warranty follow-up with serial number

Notification via SMS or e-mail

Expedited progress processes

Service competency and customer satisfaction measurements

Capability to upload photographs and documents

Service provision with technical manuals, videos and user manuals

Effective solutions at every point of the service network

Running on the cloud, Logo Diva SERVICE establishes a seamless network between the center and the service points, enabling real-time recording and control of all service operations.

Customer satisfaction through high-quality service

Logo Diva SERVICE can be easily used by companies, as well as their authorized service teams. A registration is created in the system as soon as a customer contacts the call center for a maintenance or failure notification, and the necessary guidance for service is provided. In this process, the warranty period is also monitored by checking the serial number of the relevant product.

At the end of the service period, the level of customer loyalty and satisfaction is measured through surveys conducted via Logo Diva SERVICE, and the competency of the authorized service teams can be measured through the evaluation of the service aspect by the customer.

Consistent service quality

With Logo Diva SERVICE, which facilitates the management of service network and enables standardization, every consumer can always get the same quality of service. Since consumer information is stored in the system, it is not necessary for customers to provide the same information every time they contact the call center for services, which significantly accelerates the tracking and request processes for customers. Moreover, since customer information is stored, the same quality of service can be provided at any point in Turkey even if a customer moves to a different city. In addition, repair, maintenance and part replacement services can be completed in an optimum period as a result of the online and real-time monitoring of the process.

Comfort at service points

In addition to the on-site maintenance/repair services of the authorized service teams, small products can be delivered directly to servicers by the customer. After the creation of the registration via Logo Diva SERVICE, customers can receive information about the completion of the repair process or the current status of the service via SMS or e-mail. This prevents the accumulation of products at service points.

Achieve quality service and a high level of customer satisfaction with Logo Diva SERVICE!

Know your products and customers better

Businesses that use Logo Diva SERVICE get the opportunity to learn about customer expectations and usage habits of products, while efficiently managing their service processes and teams. Through a review of the service registrations created in the system, information is obtained regarding products with a higher rate of service requests; any parts that particularly cause problems; and which customer expectations are more prominent. Obtaining concrete information about series that are produced with defects becomes possible by tracking the serial numbers of products. This also provides a significant contribution to the product development and improvement processes.

Ease of use for authorized service teams

Thanks to Logo Diva SERVICE, which can easily be used on mobile devices, the job of the authorized service teams also becomes easier. Being able to manage the entire process from work orders to spare parts demands and stock status online, without the need to carry any documents, authorized service teams get a printout from the mobile printer when the process is completed and forward it to the customer, or ensures that the relevant service document is sent to the customer via e-mail or SMS.

Speed up your progress payment processes

Companies that use Logo Diva SERVICE are able to activate the system for their own authorized service teams or for outsourced services. If the services are outsourced, the service company's progress periods are significantly accelerated as all transactions in Logo Diva SERVICE can be tracked in real time. In other words, service expenses can be redeemed in a short period.

Expedite your remuneration processes, increase the satisfaction of your authorized services!

Effective management of authorized service teams

Companies that outsource their service processes in particular can check the actions of authorized service teams directly on Logo Diva SERVICE. In addition to the ability to view service forms in real time, the accuracy of the provided service can be monitored at any time, as service teams are able to take photos of the failing product, the warranty certificate and the failure details, and upload them onto the system.

Technical information for authorized service teams

Promotional brochures, user manuals and technical drawings of newly introduced products can also be uploaded to the Logo Diva SERVICE system. This enables authorized service teams to learn the product better and therefore more rapidly and effectively resolve problems. This also prevents unnecessary costs, procurement of incorrect spare parts and long lead times due to inaccurate problem diagnosis, therefore increasing customer satisfaction.

Gain maximum efficiency and speed in service processes!

Design features of Logo Diva SERVICE

Page design identical to printed forms

Easy-to-use interface, even for service personnel with little computer experience

Direct printer connection

Computer, tablet and smartphone compatibility

User-friendly design

The determining factor in the interface designs of advanced-technology products is the user experience. Ease of use is even more important for speed and customer satisfaction in service processes where there is direct communication with the customer. Logo Diva SERVICE brings you this convenience.

The digital form which is almost in the same format as a printed service form can easily be completed in Logo Diva SERVICE which can be used via mobile devices by authorized service teams. A copy of the form can be sent to the customer via e-mail or SMS, or printed from a portable printer.

As easy as filling in a printed form!

Cutting-edge technology

The biggest advantage of Logo Diva SERVICE to business companies and authorized third party service companies is cloud technology which does not require investment and can be scaled according to the requirements. Thanks to this technology, there is no need for investments in terminals, servers, security software, backup, database installation, maintenance support services, various software licenses, etc. for head offices or service centers. All information entered into the system is securely saved, protected and backed up in a private cloud environment.

And you don't need to wait for a specialist for installation and deployment! As long as you have an internet connection and an account defined in Logo Diva SERVICE, the system can be operated directly from the cloud.

Cost savings and rapid deployment with cloud technology!

Our integrated solutions with Logo Diva SERVICE

Logo **DIVA SERVICE**

Enterprise resource planning

Enterprise resource planning (ERP): Enterprise resource planning (ERP) applications allow businesses to manage all their data and business processes centrally, end to end, and significantly increase operational efficiency. Logo ERP Solutions consists of an extensive portfolio, and provide traceability, effective control, and data reliability in all operations from accounting and finance management to foreign trade, procurement processes and production. In this way, operational processes are automated in every business, and time and cost savings are achieved with a reduced workload. Logo ERP Solutions provide businesses of all sizes with more efficient business processes, greater savings, with higher levels of employee and customer satisfaction.

For further information about Logo Diva SERVICE

The most valuable IT brand of Turkey

Ecosystem of 5000+ people | 800+ Business partners | 90.000+ Active customers | 1.200+ Employees

Logo is coding the future together with its customers, business partners, employees, investors and all stakeholders as a company contributing to the sustainable success of its customers with its products and services that appeal to all companies from micro size to enterprise level. It creates value for its customers with passion and agility.

Turkey's largest public software company and most valuable information technology brand* Logo, operates in software sector as one of the leading companies since its establishment in 1984. Logo offers application software to enterprises ranging in size from micro companies to large scale corporations. The company, by increasing innovation and creativity in its products and services, lays the foundation for sustainable success by accompanying more than 200,000 companies so far on their journey of growth, with more than 1,200 employees and 800 business partners in 4 different countries at 7 different locations.

In addition to Enterprise Resource Planning, Logo's offerings comprise many complementary solutions such as Customer Relationship Management, Human Resources Management, Workflow Management, Warehouse Management Systems, Business Analytics Solutions and Retail Solutions. Having taken the lead in the ERP sector in terms of number of customers for many years, Logo has a large and dynamic ecosystem that extends from partners to Logo users, from academicians to students and industry professionals. Along with the power stemming from this ecosystem, and believing in the dreams of its customers, sharing the same goals and working diligently to fulfil them, Logo carries out its business with the vision of coding Turkey's future together.

Since its foundation, Logo has been the innovative leader of its sector with the innovations it brought with its products, services, and business processes; more importantly with the added value it created in the digital transformation. Logo has invested in different businesses and technologies, and in recent years has made great leaps and revenue growth due to organic and inorganic growth. Logo has always adopted a fair and transparent management, and currently has a 66% free-float rate. The company became the first public software company in Turkey in 2000.

Logo completed a significant portion of its 35-yearlong history as the market leader in the industry, and after a series of strategic investments aiming at transferring the know-how and experience gained in the Turkish market to abroad, it continues on the path towards becoming a regional player. Logo has been pursuing its firm growth with 41% revenue CAGR (compound annual growth rate) in the last 10 years.

* Brand Finance "Turkey's most valuable and strongest brands report", June 2019

Solutions family

Warehouse management system · Enterprise resource planning · Human resources · e-Solutions · Retail · Business analytics · Enviroment health and safety · Logo apps · Workflow management · Customer relationship management · Customization tools · Logo ecosystem solutions · Digital transformation consultancy services · Field sales management

Logo solutions:

- Offers high performance
- Offer an affordable total cost of ownership
- Provides an open platform
- Quickly installed
- Upgradeable functions in line sector-specific needs
- Creates a synergy with common solutions and platforms

Find the closest business partner...