

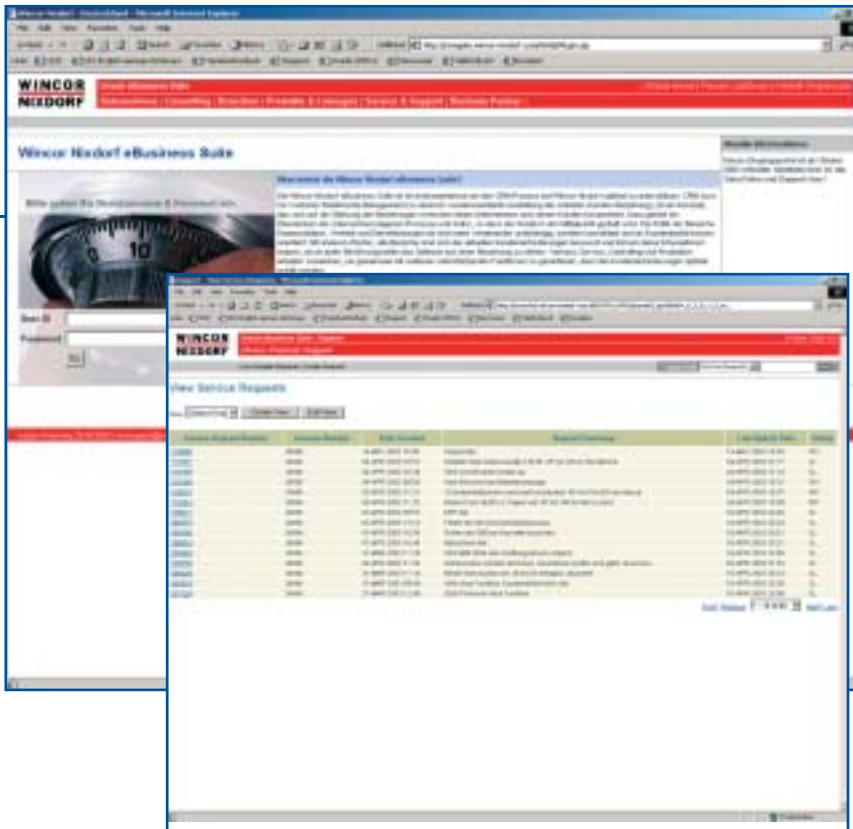
**WINCOR**  
**NIXDORF**

# iSupport<sup>®</sup>

Electronic service tracking  
and order monitoring



# iSupport<sup>®</sup> – Wincor Nixdorf Service Portal



As an innovative supplier of IT services, Wincor Nixdorf operates on the basis of one of the most modern service management platforms.

A clearly structured procedure environment and complex data landscape consisting of contract data, system master data, product parts lists and individual order data form the basis for the process sequence in the complex IT service process.

Web-based Internet portal iSupport<sup>®</sup> rounds off the flow of information in the networked procedural landscape. iSupport<sup>®</sup> is available to take orders and to monitor and evaluate purposes 24 hours a day, 365 days

a year. The provision of iSupport<sup>®</sup> is a fixed component of a Wincor Nixdorf on-site service contract. iSupport<sup>®</sup> can be used in parallel with the classic medium telephone or as the sole interface with Wincor Nixdorf. Henceforth, you can enter service orders online and use the options for administering orders in real time by means of the service management procedure. As a Wincor Nixdorf customer, you can gain access quickly and easily under the following URL:

[www.wincor-nixdorf.com/service](http://www.wincor-nixdorf.com/service)

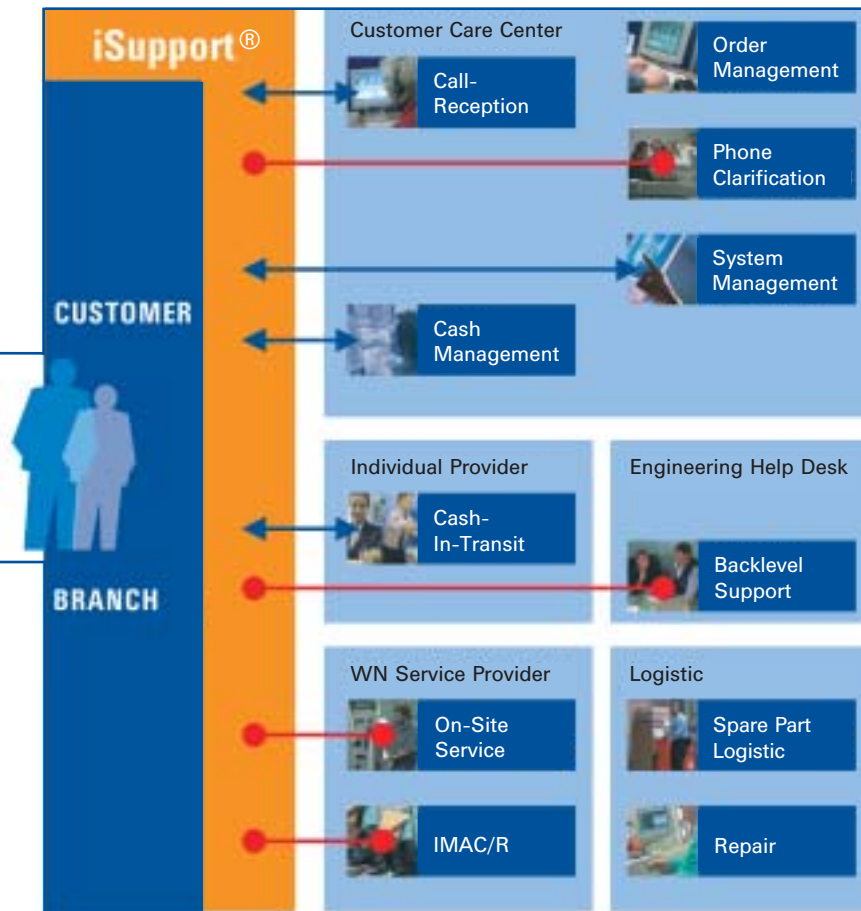
We will be happy to advise you on the professional introduction of iSupport<sup>®</sup> in your individual reporting process and to support you with suitable training courses and descriptions.

## Benefits of iSupport<sup>®</sup>

- iSupport<sup>®</sup> offers online service commissioning and order monitoring in real time in association with the Wincor Nixdorf "CRM-Service" management process. Thus, all information and states are available to you without delay.
- JAVA-based web page design enables individual mask configurations to be implemented. This makes it possible to adapt the input and output masks on an individual basis.
- No additional software installation is required in order to use iSupport<sup>®</sup>. Overall processing with iSupport<sup>®</sup> is handled via a web browser.
- The iSupport<sup>®</sup> security concept convinces with the current security standards of an SSL (Secure Socket Layer) connection.

The SSL protocol ensures encrypted data transfer and therefore a secure connection between the web server (iSupport<sup>®</sup> server) and web browser (SSL link to the web server). The actual data supplier, the iSupport<sup>®</sup> server, is protected by the Wincor Nixdorf firewall. The combination of the two backup concepts offers you the best possible security for your data.

# Transparent Service Processes with iSupport®



## iSupport® exhibits the following functions:

- Creation of on-site service orders
- Creation of IMAC/R Service orders
- Administration of service orders
- Cancellation of service orders
- Overview of reporting channels
- Simplification through templates
- Update of contact data
- Search function
- Various filter functions
- Control of device information

## Technical requirements:

- Internet Explorer 6.x (recommended)
- Mozilla Firefox >0.8 (possible)
- JAVA-Script activation in the Internet browser
- Microsoft Windows from Windows98 or Win NT4.0 onwards
- Proxy release for [www.wincor-nixdorf.com](http://www.wincor-nixdorf.com) and [crmgate.wincor-nixdorf.com](http://crmgate.wincor-nixdorf.com)

## Control of service processes

The service process for repair services encompasses a series of service providers and support processes.

The various units must be perfectly controlled and coordinated in order to ensure the goal of on-site service with the right resources in the right place at the right time. In order to coordinate the flow of information, Wincor Nixdorf uses one of the world's most modern service management procedures – "CRM-Service".

The quality of the error message/service order is both an input parameter and a decisive guarantee of the success of the process at the beginning of the process chain.

## Service order management

Web-based Internet portal iSupport® rounds off the flow of information in the complex procedural landscape.

iSupport® is available for the structured entry of orders in the service management tool and for monitoring and evaluation purposes 24 hours a day, 365 days a year. On the one hand, iSupport® ensures that input can be transferred to Wincor Nixdorf quickly and simply. On the other hand, the structured mask architecture ensures that all information is transferred in the appropriate form for the best possible process control.



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