

System for managing service requests on the Helios platform

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Motivation

- Especially service and manufacturing companies
- Recording service visits at customer sites
- Improving work efficiency
- Integration with the Helios ERP system
- Cooperation with the company iKomplet s.r.o.

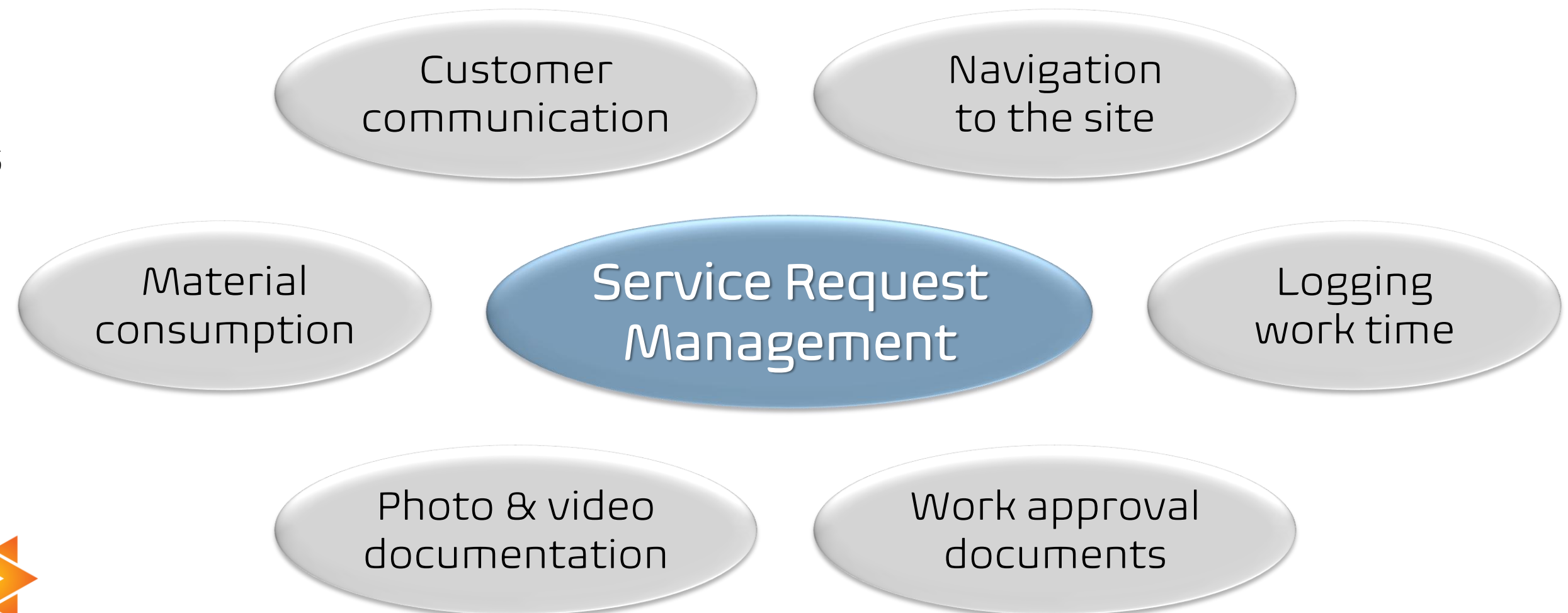


Figure 1: Aspects of service request management

Architecture

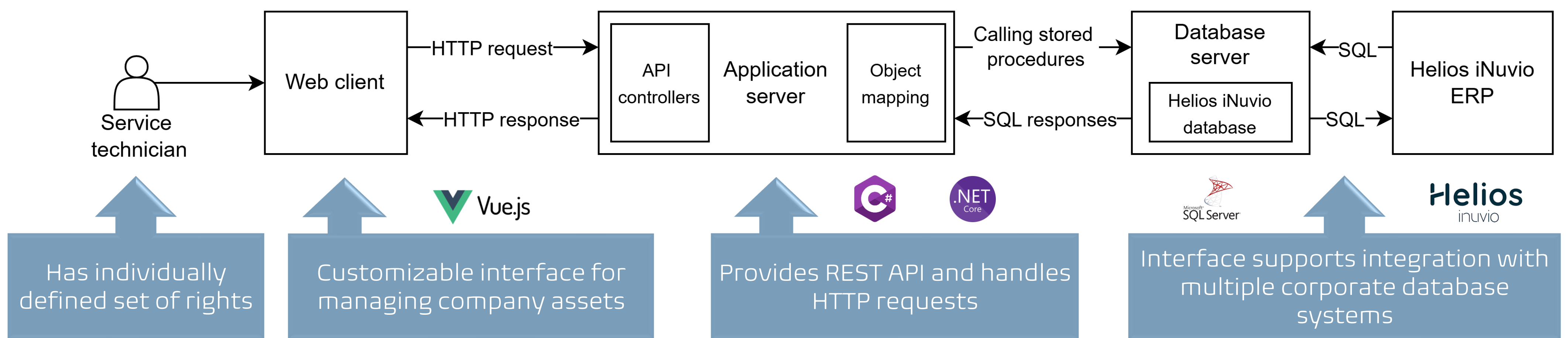


Figure 2: System architecture

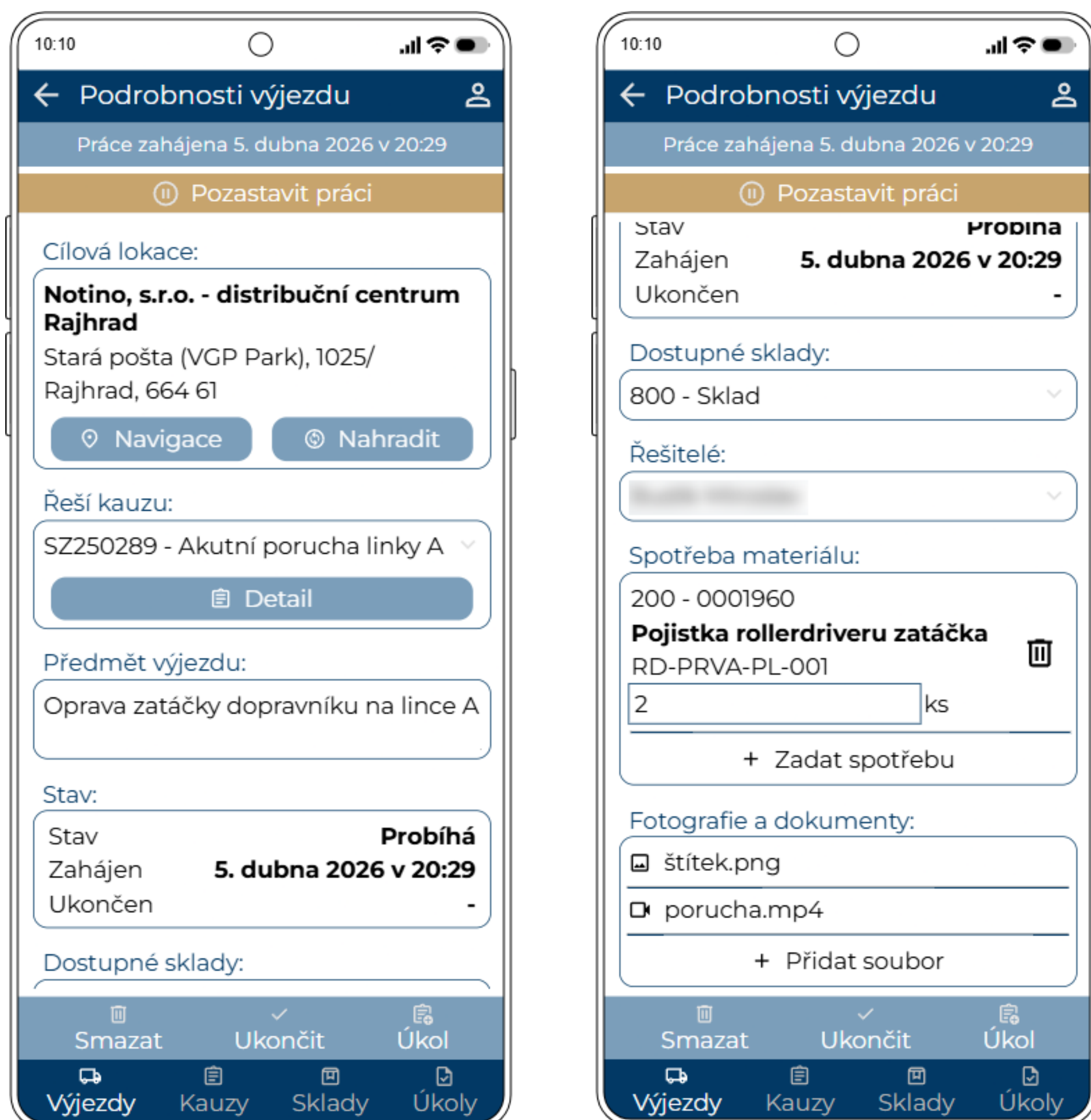


Figure 3: Documenting work progress during customer site visit

Results



- Optimized for mobile devices
- Work logging tool for service technicians
- Supports administrative processing of service cases
- Reference implementation for an engineering company Logsys a.s.

Figure 4: A sample service report confirming the scope of the work performed

LOGSYS				
Servisní zpráva				
SZ250289				
Dodavatel		Odběratel		
LOGSYS a.s. Hraniční 1397 691 41 Břeclav		Notino, s.r.o. Stará pošta (VGP Park) 1025 664 61 Rajhrad		
Kontaktní osoby odběratele				
Datum	05.04.2026			
Servisní technici				
Doba práce	1 hod			
Cesta (tam i zpět)	4 hod			
Popis práce:				
Oprava zatáčky dopravníku na lince A				
Spotřeba materiálu:				
Skupina	Reg. číslo	Název	Norma	Spotřeba
200	0001960	Pojistka rollerdriveru zatáčka	RD-PRVA-PL-001	2,00 ks
100	0000369	Šroub M8x10	ČSN EN ISO 7380-1	20,00 ks