

2nd Derivative

eBusiness ERP Portal by Randr, Inc.



2nd Derivative - eBusiness Portal

2D is designed with **Open Source technology** like Linux, Apache/Tomcat, Eclipse Integrated Development Environment, and the Internet. This means great functionality at a much lower total cost to you. We didn't "re-write" old transaction code. We re-thought 2D from the ground up with these modern technologies and eBusiness in mind.

Failure Data Portal

The Failure Data Portal (FDS) is designed for companies who do equipment or unit repair and want to provide customer self service for repair and maintenance.

The Failure Data Portal works in conjunction with other 2nd Derivative eBusiness Portals.

Customers can enter repairs they are sending in through the Order Portal. The repair is automatically pushed into the 2nd Derivative Order Entry Portal and the customer has the status available through the web.

When the units are received, the status for each unit is changed to received status. Receiving automatically triggers create of the Failure Data Work Order.

As the technician or mechanic repairs the unit, they can log in repair time, enter comments, select the problems and symptoms from drop down lists. Parts using in the repair are entered. If a part is needed, the FDS allows the technician to send a email requesting the part.

When the repair is completed, the technician flags the Failure Data Work Order as completed. This automatically updates the Customer order line as

completed and any parts that were used are added to the customer order.

The order can be invoiced and the customer billed.

The customer has visibility of repair status through a secure web sign in. Detail on every repair is available for download for independent analysis of failure cause, frequency, etc.

In addition, the Information Portal provides historical information on repairs by equipment and equipment type.

The Warranty Reconciliation Subsystem, which is part of the Financial Portal, works in conjunction with the Failure Data Portal

If a technician flags a repair a warranty, this is updated automatically back to the customer order.

2nd Derivative allows you to track warranties by vendor with our Warranty Reconciliation system in the Financial Portal. This gives you control over warranties that you have not be reimbursed for and gives you visibility into the warranty detail.

Historical information on warranties by customer and equipment are available through the Information Portal.

Lines	Item # and Description	Unit Price	Qty	Est. Value	Warranty Status	Problem Comment	Serial #	Equipment	Received Status
1	Trngl Art	\$300.00	1.00	Not Warranty	Defective - Please Fix	123456789		Received	✓
2	Qty Power/Chrg	\$150.00	1.00	Not Warranty	Chip broke - Test	987654321	EQUIPMENT DEISC	Received	✓
3	Replacement part	\$20.00	5.00	Not Warranty	null	123456789		Not Received	✗



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