

# INTERNATIONAL DEPLOYMENT


*Skyline Professional Complete Software Package - Apple Doctor*

Developed by PCCS Group

## Battery

[FIND APPLE DOCTOR](#)

Dramatically reduced battery life and battery problems often occur after some time. We can replace your battery.

 This can be as quick as **1 hour** but **additional testing may be required.**

## WHAT DID WE DO?

Apple Doctor, based in South Africa repair Apple devices specialising in iPhones, iPads and iPods. Their specialist engineers complete over 90% of repairs within 24 hours. With over 10 years experience in repairing devices in the telecoms and electronic media industries they guarantee diagnosis of issues, excellent service and high quality repairs.

They contacted us looking for a job management system that could grow with their business. Flexibility and customisability being key to their requirements

The requirement was to allow the booking and management of all repair work across 19 stores. A Group Head Service Provider (Head Office) being the centre of the Network, each store then being set up as their own sub Service Provider.

Apple Doctor required seamless communications between Service Providers, Head Office and Customers through email and sms messages.

The Group Head manages all stock ordering through Skyline and then transfers stock through to the individual sub service providers. Each of the sub service providers receives the stock; this is then communicated to the service providers own stock control table.

We created a multi user login process that allows Head Office to select any number of stores relating to each user, this allows that specific user to choose which branded log in panel displays when they first access the site. Head Office staff can login to any of the stores without having to use alternative username and passwords.

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## AS A RESULT

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PCCS provided a knowledge base environment specific to Apple Doctor, allowing them to easily train staff and use as a point of reference when managing their jobs.



We have enabled Apple Doctor to personalise their email, sms messages and documents through our generator to dramatically improve communications between the company and their customers. Excellent Customer Service being their number one focus.



Comprehensive reporting (including parts performance charts, stock forecasting and profit performance) allows Apple Doctor to produce detailed reports on any aspect of the system.



We delivered this entire system in 3 months of Apple Doctor registering interest.

Through extensive communication and working closely with the Apple Doctor Network we have not only been able to satisfy their business requirements whilst dramatically improving our module capabilities and we certainly hope that the conversation continues to be mutually beneficial.