AMCS

Implementation & Training Professional Services

Key Benefits

- Expert implementation to match your business model

- Configuring your program and workflows for best practices

- Improved processes with greater utilization and efficiencies

- Identification and configuration of key reports to understand spending and maximize return

- Leverage the deep knowledge & experience of our staff

Experience counts

AMCS Group has been in the fleet asset maintenance business since 1979. In addition to our industry-leading AMCS software, we offer a wide range of professional services to ensure that our customers achieve success. These services are delivered by our Fleet Management Consultants (FMCs). Each of our FMCs has over 20 years experience with fleet maintenance.

The AMCS difference

Have you ever hired an implementation "expert" only to learn that they know their product, but nothing about your business, and you end up educating them? Or they have a cookie-cutter approach and expect you to twist your business practices to line up with their workflow? Is that really what you thought you were getting?

At AMCS Systems, we partner with our customers so you get the best of both worlds—the benefit of our depth of knowledge in best practices deployed in your business environment. We know and understand the issues faced by your executives and fleet managers.

Software is only part of the solution

If you just buy a fleet maintenance software product—and don't look at the big picture—your implementation will not deliver the maximum benefits. We work closely with clients to identify how to deploy and manage their fleet maintenance operations more effectively through end-to-end services. Our

FMCs are all former fleet managers with literally hundreds of years of cumulative real-world experience.

AMCS's FMCs have a deep knowledge of AMCS, and are also qualified in IT so they can work with your IT department to achieve proper implementation and configuration of your computers, servers, and support software (SQL Server, Terminal Services, Citrix, Microsoft apps, etc.) to plan and deliver a smooth, effective deployment.

Our FMC team also has a wealth of experience in dealing with mechanics, union and non-union shops, parts room management staff, etc. Their sole focus is to work with our new and existing customers to help achieve great success with AMCS. And, since that's all that they do, you can be sure that they have the know-how to help you move your fleet towards full deployment and excellent results.

Solid planning is the key

Good planning results in a successful deployment. Prior to implementation, and prior to training your staff, we will work with you to assist with the issues and design decisions that should be made prior to configuring your program, such as: management and business objectives, IT/Networking considerations, system security, program configuration settings and specifications relative to units, parts, personnel, and vendors, system reporting needs, etc. A well planned program implementation will result in quicker adoption by your staff, faster start-up, and allow you to quickly reach your business and operational objectives.

System design and implementation

We will review your business processes and practices, fleet maintenance shop floor work flow and procedures, and parts room management. We'll review and discuss your current operations with you and then provide you with recommendations for best deployment of your program.

Pre-deployment data entry and data conversion services

We offer a wide array of services to help you get your program up and running quickly. These services include doing the initial work of entering your equipment, parts, mechanics, and vendor information and then providing you with a pre-loaded, ready-to-run program. If you have an existing program with valuable information, we can assess the database and determine if it makes sense to import this data. The issue is not whether the data can be imported into AMCS, but rather if the quality of the data makes it financially worthwhile to do so. If so, we will do the conversion work for you.

End user training

We will train the people who will use the program on a daily basis on all aspects of computerized asset maintenance management—from basic data entry to reporting. This training is customized for appropriate personnel from introductory level training for new users to advanced training for experienced "power users." Training can be performed at your location or we provide training seminar classes at our corporate offices.

Operational assessment

Our FMCs can help whether you use AMCS or another product. We can review your procedures and practices and provide a report and/or management recommendations with identified areas fori mprovement. If you are already a AMCS user, we can perform an in-depth audit of your database to assess your current usage of the program and recommend how your usage could be improved to increase the return on your investment.

Learn how AMCS Fleet Maintenance can help.

Read more