

RiM

Resource Infrastructure Management (RiM) optimizes resource utilization, enhances infrastructure returns, and simplifies organizational capacity management through advanced technology-driven solutions and services.



About Us

We deliver innovative software and automation solutions tailored to evolving business needs. Our smart technologies boost efficiency, improve connectivity and keep industries future-ready.

Product Service Registration

The application lets customers register products online for service and automates the complete after-sales process—pickup, repair, payment, and return delivery—with real-time tracking and seamless integration with courier, warehouse, and service teams.

Key Features and Activities

Customer Product Registration:

Simple online product registration for service or repair.

Courier Integration:

Auto-generated pickup requests for doorstep collection.

Warehouse & Logistics Integration:

Manages product receipt, repair updates, and return shipping.

Real-Time Tracking:

Live tracking of pickup, service progress, and delivery.

Payment Integration:

Secure online payments for service charges.

Service Workflow Management:

Tracks every service stage receipt, repair, QC, and dispatch.

Service History & Reports:

Complete records of repairs, payments, and service history.

Case Studies

Overview:

- Consumer brand with multiple electronic & lifestyle products.
- Service registration was manual and email based.
- Needed an online platform for product service, courier pickup, and warehouse integration.

Business Challenges:

Manual service registration, no customer tracking visibility



No integration between service centres, couriers and warehouses



Pickup and repair delays due to manual coordination



No centralized service/warranty database



Difficult to track payments and return logistics



Solution:

- A fully digital platform for customers to register products for repair/maintenance.
- Integrated courier pickups, warehouse management, payment gateway, and service workflows.
- End-to-end tracking from registration to delivery.

Key Features:

- **Online Product Registration:** Register via serial number or UID.
- **Courier Integration:** Auto pickup request + real-time logistics tracking.
- **Service Workflow Management:** Tracks receive -> diagnose -> repair -> dispatch.
- **Payment Processing:** Secure online payments for service charges.
- **Warehouse Integration:** Syncs warehouse & service centre operations.
- **Customer Notifications:** Email/SMS updates at every stage.
- **Service History Tracking:** Complete repair and warranty record.

Implementation Approach:

- Requirement workshops with logistics, service, and warehouse teams.
- Designed web & mobile portals for customers and staff.
- Integrated courier APIs, payments, and warehouse systems.
- Tested service tracking, payments, and notification flows.
- Deployment with training for service centres and partners.



Conclusion:

The Product Service Registration Application digitized and unified the entire post-sales service lifecycle. It automated registration, logistics, repairs, and payments — boosting operational efficiency, reducing delays, and building stronger customer trust.

Benefits

- Enhances customer satisfaction through a transparent and convenient service process.
- Reduces manual coordination by integrating courier, warehouse, and service operations.
- Improves turnaround time and service efficiency.
- Provides full traceability from product collection to final delivery.
- Strengthens after-sales service and customer loyalty.

Scan for Location

Sapthagiri, #12, 60 Feet Road
NHBC Layout, Prashanth Nagar,
Bangalore - 560 079
Land Mark: Opp Karnataka Bank,
Prashanth Nagar.

