

Soluz Reliability Tracking

Service Call and Reliability Database Software and Support

REDCO Tools
TECHNICAL

Packaged Experience for
Rural Energy Delivery Companies

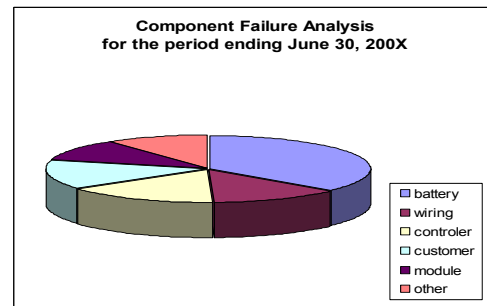
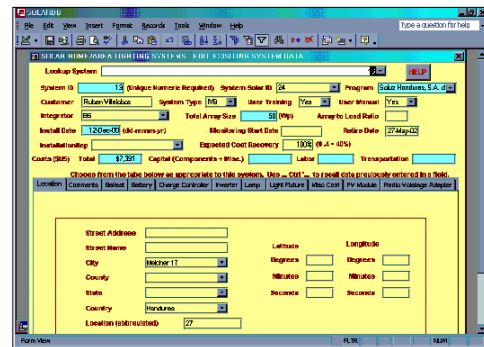
Soluz Reliability Tracking helps a company manage its most important assets—its customers—through on-going analysis of service needs and technical failures. Soluz helps the REDCO adapt and implement a U.S.-developed service call and reliability database for streamlining its customer relations management and tracking the real technical costs of its operations.

- Track thousands of individual systems, components, and customers
- Register and track service requests
- Catalogue system failures for easy assessment of component reliability
- Analyze service data directly in the database or easily export data to other programs for analysis
- Make sound financial decisions based on the true costs of fielded PV systems

To maximize system reliability—and customer satisfaction—and minimize system cost, a REDCO needs the capacity to systematically assess service costs and to pinpoint weak system components. Soluz supported Sandia National Laboratories in developing a PV reliability database that can identify—down to the component level—exactly where the true cost of business lies.

A Microsoft Access® database stores and manipulates technical and non-technical data entered for REDCO systems and customers. The database facilitates service calls and record keeping. It also tracks system failures and costs in a manner that can be easily used for comprehensive analyses of service-related business costs and consistently faulty components.

Soluz helps the REDCO in getting started with the program, incorporating Soluz Reliability Tracking into on-going business, and learning how to maximize the usefulness of the data and analysis.



Soluz Reliability Tracking streamlines customer relations management and technical cost assessment

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