



SILVERBYTE SOFTWARE CONSULTANTS (I) PVT LTD

703 Trident, Jawahar Nagar Road No 2, Goregaon West, Mumbai - 400104

Tel: 9820049774 | Email: silverbyte.support@gmail.com | www.silverbyteindia.com

MAINTENANCE

Maintenance Solution

Service management end to end — support calls and engineer allocation, annual maintenance contracts, renewals, quotations and payment reminders.

Built for the people who sell machines and then have to look after them — hardware dealers, machine manufacturers, IT infrastructure firms and service centres. PerfectMaint holds the installed base, the contracts written against it, the calls that come in, and the money that follows: one database, one screen to open in the morning.

In daily use at **Integrated Perfect Systems (I) Pvt Ltd**, across five companies, with a party list running to several thousand names, fifty-odd engineers on the road, thousands of maintenance contracts and a call history of tens of thousands of visits.

PerfectMaint now ships in **two editions from one design** — the established Windows edition, and a **browser edition** that is built, running on live data and usable from a phone. See *The browser edition* below.

The morning screen

- Maintenance dues, service dues and today's calls on startup — the working list, not a menu
- Contracts falling due for renewal, with enough notice to quote before they lapse
- **Licence and subscription renewals** tracked as first-class work: antivirus, firewall and similar annual expiries are usually the largest unworked value in a service business
- Your own follow-ups for the day — and, for whoever supervises, everybody's

Calls and engineers

- Call sheet entry for calls as they come in, against party, machine and issue category
- Allocation to engineers from a **dispatch list that opens on what is still open and unassigned**, rather than a grid you have to filter down first
- **The assigned engineer is notified the moment the call lands on them**, and the notification opens that call — client name, address, machine and issue — not a list to search
- Client visit entries and service due closure with actual closed date and remarks
- Machine-level history — every call ever raised against a machine, on the machine's own record
- **Posting a call for a client with no live cover is a separate permission**, held by the office and not by everyone, so free work is a decision somebody made rather than one that happened
- Petty cash against engineers for day-to-day expenses (*Windows edition*)

Contracts, renewals and machines

- Machine details with configuration, warranty date and maintenance status
- Annual maintenance contracts that pull the party's rate, machine count and contract period from the masters rather than asking you to retype them
- **Pro-rata charging** for machines still inside their warranty, so a mid-term contract is costed correctly instead of rounded
- Comprehensive and non-comprehensive cover, discount and tax on the same document
- Acceptance recorded against the contract, so quoted, sent and accepted are three different states
- Contract register: any date range, any party, accepted or not, live or expired — on screen, to Excel, or as a printed contract per party, **one PDF per party**, ready to mail as it is

Quotations

- Quotation entry in the formats your customers already recognise, including a proposal layout with sections, bullets and amounts in words
- Start from a saved template or clone last year's quote for the same customer
- Item master pricing with sale, purchase, minimum price and margin, so a discount that goes below the floor is caught on the screen and not in the accounts
- Quotations print as **proper PDFs on your own letterhead** — the letterhead of the company the quote was raised for, laid out to that artwork, per company

Follow-ups and reminders

- A **follow-up list of your own** — a note about anything, with a date to be reminded on
- Supervisors see everyone's, as a permission, on the list and on the dashboard alike
- Reminders for tasks and payment collection, popped up at the date and time you set

Mail, WhatsApp and messaging

- **E-mail sent from your own mailbox**, with your signature and the document attached. Two ways to connect it: **Microsoft 365, where no password is stored anywhere at all**, or **any SMTP mail server** if you are not on Microsoft
- **WhatsApp Business on your own number** — service call updates, payment reminders and quotations go out from the number your customers already have saved. Silverbyte is a Meta technology partner, so the number and the WhatsApp account stay yours and you authorise us through Meta itself; there is no token for anyone to type in
- **Replies come back into the software as work.** A WhatsApp message or an e-mail that lands in the service mailbox is turned into a task against a party — matched by keyword rules you maintain, not by somebody reading the inbox and retyping it
- SMS on approved DLT templates, in bulk or one at a time (*Windows edition*)

- An **automatic reminder run** that can be scheduled, with an approval step before anything leaves — nothing goes to a customer without a person having seen the list
- Every message sent, on every channel, written to one searchable log with its delivery result

Outstanding and collections

- Outstanding bills imported from **Tally**, matched to the parties already in PerfectMaint
- Party-wise and company-wise statements, printed or mailed as a PDF reminder letter on your letterhead
- An opt-out list so a party who has asked not to be chased is never chased by an automated run

Masters

- User master with per-user login and rights on each menu — view, add, edit, delete and print are separate grants
- **One master for every person:** office staff and field engineers are the same list, so an engineer can be given a login without becoming a second record
- Company master with address, contact, GST details, letterhead and the signature used on mailed documents
- Party master with maintenance rate, contract start month, contact and GST details, GSTIN verification, and multiple addresses per party
- Item master with configuration, pricing and category; bulk re-pricing of every active item in one protected screen
- Terms and conditions master, printed on quotations and contracts
- Parameter masters for issue category, machine configuration, item category and unit, engineers and party category
- **Attachments on every screen** — the signed contract, the site photo, the mail that started it, filed against the record itself rather than in somebody's folder

Reports and exports

- Maintenance due, maintenance contract register, call analysis, machine warranty details, renewals due, outstanding, and an all-in-one party view — detail and summary
- **Every grid exports to Excel** exactly as you have filtered and sorted it on screen, and every document prints as a PDF
- **Ask for a report in plain English** and get the answer back as a grid you can export — for the questions nobody thought to build a report for

The browser edition

The browser edition is **built and running on live data**, not a plan: every menu the Windows edition has, ported screen for screen — masters, call sheets, maintenance, acceptance, renewals, quotations, allocation, the Tally import, the whole reports group and the collection run.

- **Nothing to install.** Opened from any machine in the office, and from outside it if you host it that way
- **It works in Chrome on a phone** — measured on a 390px screen, not assumed — so an engineer in the field can see the call, the machine's history and the client's address without a laptop
- **Runs on your own server**, in your own office, on your own database — or hosted, if you would rather not run one
- The Windows edition remains supported and in daily use. Both read the same shape of data, and existing customers move over with their history intact — the live migration has already been done once, contracts, calls, engineers and all

Technical details

- Windows edition: Microsoft .NET on Microsoft SQL Server
- Browser edition: .NET 9 Blazor on SQL Server or Azure SQL, on your own server or hosted
- PDFs are generated by the application itself — no Office, no print driver and no conversion service to install on the server
- Integrations: Tally (ODBC), WhatsApp Business Platform, Microsoft 365 or SMTP mail, DLT-approved SMS