

eServices – News

Allianz Engineering Inspection Services Ltd



We will be updating eServices in April 2010 with some additional features. By listening to our customer's feedback we are implementing new or improved features that will focus on; providing additional flexibility to manage report data, adding online help and streamlining registration and account management processes.

New functionality

Inspection Report Attachments

Where our Engineer Surveyor has supplemented your inspection report with photograph attachments these will be available to view through a link from the inspection report as accessed through eServices InTerFACE.

Management Reports

We have improved the formatting of the Management Reports.

Management Reports is an existing feature added in January 2010. As a reminder – Management Reports used to be called MIS. The existing standard reports available as MIS remain in place but in addition you now have the opportunity to create your own custom reports by selecting and filtering from the available data fields in order to meet your specific requirements.

Custom Reports are exportable (e.g. to Excel) to facilitate further manipulation offline.

Registration for eServices

We have simplified the registration process and provided additional on-line help and guidance.

In most cases the application process is now automatic so your new users receive login details within a few minutes of submitting their request for access.

Standard eServices package for new users

Using new systems and software may often add rather than reduce complexity to a busy working schedule, as users familiarise themselves with navigation routes to required information.

With this in mind we have created a standard package for all new eServices users that includes:

- InTerFACE (your view of the Allianz Engineering Inspection Reporting system)
- eNotification
- email PNA reminders
- Management Reports

This package is based on providing access to the most commonly required functionality to view and manage the information contained in your Inspection Reports.

Password Reset

We have simplified this process and provided additional online help and guidance.

Account Management

Wherever possible we have removed the requirement for your account to be re-authorised whenever you request changes. This means that most changes you request will take effect immediately.

Online Help

We have added a number of selectable help boxes throughout eServices to clarify terminology and help you find the information you need, quickly and easily.

Quick-Start Guide

A quick-start guide to eServices has been produced. It will be sent to all new users with their welcome email.

Further information

These new and improved eServices features will be available from April 2010. We will send out a direct email to inform you of the precise release date.

Contact

If you would like more information or wish to discuss any queries, please contact our eServices helpdesk on:

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