

Autoscribe News Release – PR0506

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Autoscribe announces the release of a new version of its 'Feedback' management system

Managing and building customer relationships is a key contributing factor to the success of any business. To help in this task, Autoscribe announces the release of a new version of its 'Feedback' management system.

The system allows not only the registration and management of complaints but also compliments and comments on staff and products. Additionally upon registration, the system can be automated to generate tasks, assign product testing and email or fax alert key staff/management. A new feature allows the generation of complements, comments and complaints for forwarding to suppliers.

Management reports to indicate trends such as total complaints and complaints per product can be easily created. There is also a check to highlight customers registering frequent complaints. Interactive, flexible sorting of data provides rapid answers to questions maintaining good customer relations.

Another new feature is key performance indicators which allow management to easily visualize and assess key data and to assign target completion dates.

The software is available as an out of the box product, as a module of Matrix LIMS (Autoscribe's Laboratory Information Management System) or in a fully configurable version where screens may be designed to suit end-user requirements.

Autoscribe - The Winning Formula!

About Autoscribe

Autoscribe Limited is a world leader in the development and supply of successful software solutions for LIMS (Laboratory Information Management Systems) and the scientific laboratory and business markets.

Autoscribe pioneered the use of innovative configuration tools within the LIMS market and today our Matrix Plus LIMS software is seen as the industry standard to which others aspire.

Autoscribe offers a wide portfolio of products and services including systems for LIMS, sample tracking, instrument calibration and maintenance, stability testing, customer complaints management, ISO9000 protocol driven training records management and resource planning. Our customers include leading analytical, oil, pharmaceutical, biotechnology, chemical, and consumer products companies as well as academic research institutes, hospitals and many others.

Founded in 1981, Autoscribe is a privately owned UK company. Worldwide we are represented by a network of business partners in regions including the USA, France, Benelux, Germany, Switzerland, Scandinavia and Australia. Our organisation includes a dedicated team of developers, technical support specialists and sales & marketing professionals.

For more information, see Autoscribe on the worldwide web at www.autoscribe.co.uk

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Reader Enquiries

Please send reader enquiries from this news release directly to

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