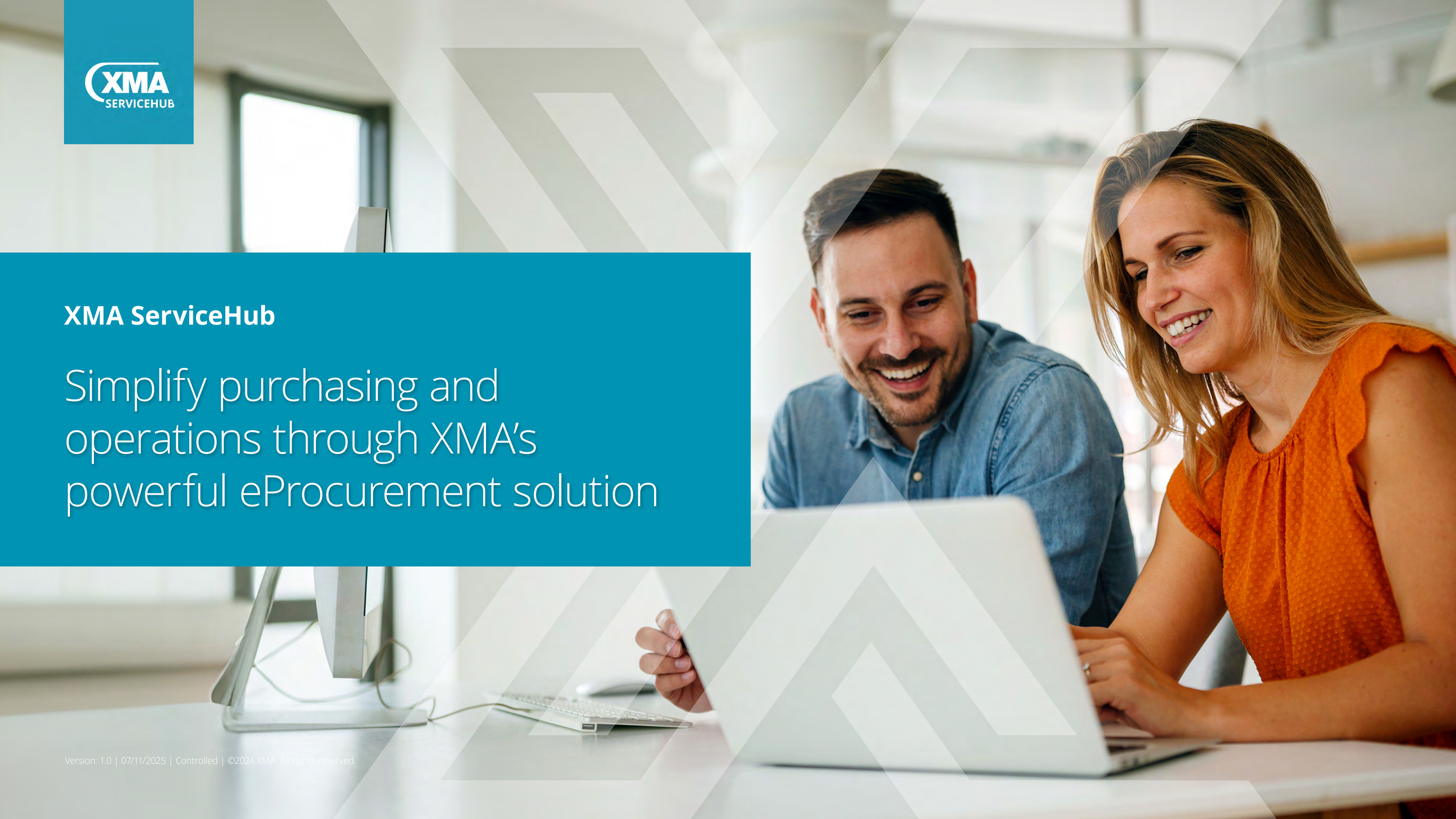

XMA ServiceHub

Simplify purchasing and operations through XMA's powerful eProcurement solution

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Streamline your eProcurement with ServiceHub

XMA's ServiceHub is your gateway to seamless interaction with XMA, providing centralised procurement information, analytics and support hub for effective device management. Discover how XMA ServiceHub puts you in control. Gain a 360° view of your service operations, from inventory and assets to support tickets. Access dynamic dashboards and powerful reporting for data-driven insights.

"We understand that every business is unique. That's why our Ecommerce solutions give customers complete control over their procurement process. From personalised catalogues to streamlined approvals and tailored reporting, we've built a platform that adapts to your specific requirements and helps you achieve your business goals.

Ross O'Donnell, Head of Ecommerce

XMA's flexibility, Powered By Your Procurement System

Effortless Access

Ensure robust security and data governance by implementing granular user permissions to control access to your information. Our flexible solutions are designed to integrate seamlessly with your systems and processes, offering features such as punch-out, single sign-on (SSO), whitelisting, direct secure login, and more to meet your unique requirements

Integrations

If you already have a trusted eProcurement system in place, XMA works with it!

Eliminate compatibility issues
by integrating XMA with industry-leading eProcurement platforms like Oracle, SAP Ariba, Coupa and more for seamless IT purchasing.

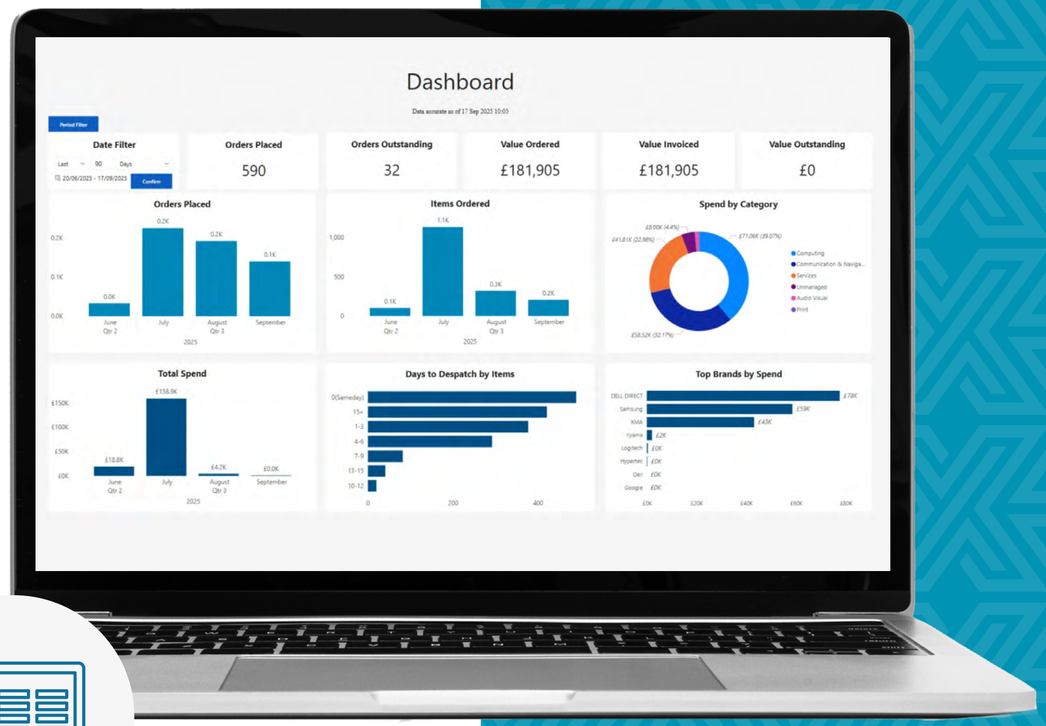
Punchout and Round Trip:
Enable your team to access your customised XMA product catalogue directly within your existing eProcurement solution, streamlining workflows and simplifying the order process.

Save time and reduce transactional costs
by consolidating purchases through a single integrated interface, prevent errors with built-in controls and ensure compliance with pre-approved budgets.

XMA ServiceHub

Find the Right IT, Get Fast Quotes, and Order with Ease

With XMA ServiceHub, our customers have a single pane of glass to all the insight and features you need to manage your purchasing operations from end to end:



Controlled, Efficient Purchasing
Buyers can select from dynamically tailored product lists configured to your specific needs, or explore the full catalogue for a comprehensive shopping experience. Maintain complete control with customisable approval workflows that ensure adherence to your organisation's purchasing policies.

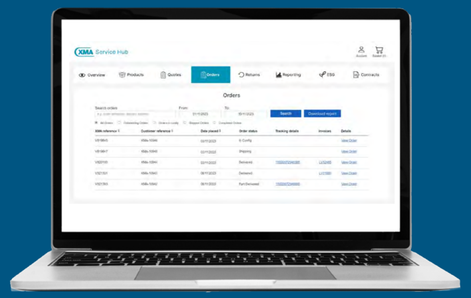
Service Management
Gain a complete and configurable view of your service operations, all within ServiceHub. From dynamically updated bonded stock levels and asset reports to detailed information on raised tickets and asset disposal, you'll have a holistic and adaptable system for managing your services for device management.

Customer Information
ServiceHub provides direct and instant access to key information through a dynamic and configurable interface. Use the customisable dashboard for real-time insights, track orders with ease, and manage returns efficiently. Our powerful reporting function offers comprehensive, adaptable reports tailored to your requirements at both the account and individual level, helping you with data-driven decision-making.

Request a demo **Request Now**

Discover the benefits of ServiceHub

Procurement efficiency is about more than just placing orders. XMA ServiceHub provides full-cycle visibility and management, ensuring a smooth process from start to finish. XMA ServiceHub transforms your procurement information into actionable insights with powerful reporting features, better enabling your device management needs.



Procure Securely:
View and purchase a tailored or full catalogue of IT products and services all within ServiceHub. Raise quotes and place orders at your convenience.

Order Tracking and History:
Track your orders in real-time, from placement to delivery, so you always know where your items are. Access a comprehensive record of all your past purchases, simplifying budgeting and reporting.

Total Asset Visibility:
Manage your device estate with total asset visibility including details such as individual device serial numbers.

Consignment Inventory:
View, order, and manage your on-site inventory of frequently used items held at XMA, ensuring availability.

Customer Service:
Create and track your Customer Service tickets. Track all requests including returns and billing queries.

Bespoke Reporting & Data Exports:
Extract data for in-depth spending analysis, with the option to reach asset-level granularity for precision insights critical to your operation.

Warranty & License Management:
Track expiration dates for warranties and software licenses, ensuring uninterrupted IT operations.

Document Access:
Reduce time spent on administrative tasks by easily accessing documentation including invoices, contracts, Service Level Agreements, Framework Agreements and your Risk Register.

Why XMA?

Homegrown

We are a private, family run UK-based business.

Award-winning

We are a national award-winning IT reseller.

Public sector approved

We hold status on 25+ procurement frameworks.

VIEW OUR FRAMEWORKS

Right-sized

We can provide and tailor service solutions for any size project, while maintaining a personal experience for every customer.

Established

We have served thousands of customers over 35+ years in business.

Partner accredited

We have an unrivalled partner accreditation portfolio that means customers have access to best-in-class solutions, always.

With XMA's outcomes-focused philosophy we make sure that our eCommerce solutions are made with you and your organisation in mind.

Get in touch to discuss the next steps in your eProcurement journey with XMA.

0115 846 4000

enquires@xma.co.uk

www.xma.co.uk

Request A Demo

Crown Commercial Service Supplier

disability confident LEADER