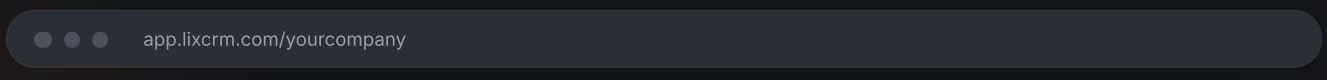
LixCRM

Run your entire IT service business in one panel.

From monitoring customer networks to service forms, from warranty and RMA tracking to switch configuration, from projects and stock to quotes and invoices. Built for IT service companies.

- Network and camera monitoring
- Field service
- Warranty · RMA
- Quotes · Invoices · Accounts
- Customer portal
- iPhone app



lixcrm.com
14-day free trial · no installation

Product brochure
November 2026

WHY LIXCRM

Not a generic CRM: built for network, service and device work.

Instead of spreadsheets, separate programs, faults lost in WhatsApp groups and forgotten renewals: one system. LixCRM covers the daily work of companies that manage their customers' networks, cameras and servers from start to finish.

1 min
Customer devices are polled every minute; problems reach your phone instantly

0
Installation: runs in the browser, on phones and tablets too

3
Languages: Turkish, English and Arabic, chosen per document

14 days
Free trial with every module, no card required

See faults before your customer does

Switches, firewalls, UPSs, printers and recorders are monitored; a long-running alarm opens a service ticket assigned to the on-call technician.

One flow for the field team

Technicians see the day's jobs on their phone: on the way, arrived, finished, materials, photos and signature. Works offline too.

Quotes, invoices and cash in one place

An approved quote becomes an invoice, supplier order and stock; bank statements match invoices, cash flow shows 13 weeks ahead.

WHO IT'S FOR

IT service companies providing network infrastructure, security cameras, servers and end-user support; teams working with maintenance contracts, technicians in the field and constant warranty and RMA traffic with suppliers.

From one-person companies to teams with many technicians: switch modules on and off, give the team per-module permissions, let your accountant see only finance. Your subcontractor can join your work with their own LixCRM.

> Seeing the problem before the customer calls, knowing what your technician is doing in the field, and sending the customer a "here's what we did for you this month" report — that's what LixCRM is for.

WHAT'S NEW · NOVEMBER 2026

Accounting in Paraşüt, operations in LixCRM; show your service to the customer in numbers.

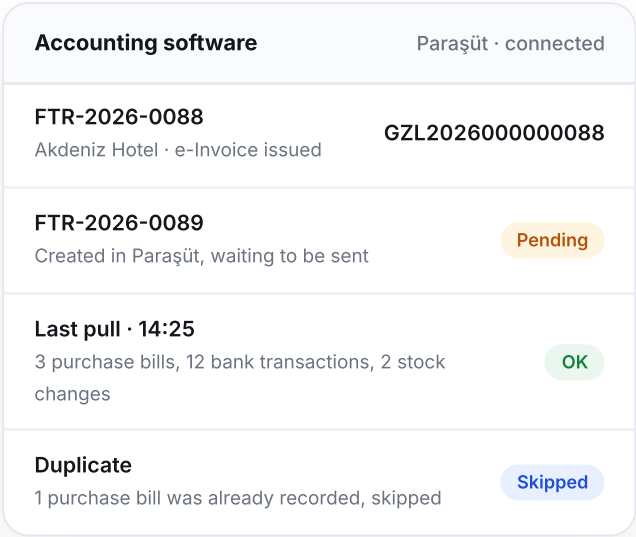
Issue the invoice once and the e-Invoice number comes back; purchase bills, bank and stock stay the same on both sides. A periodic service report for the customer and one-click connection to a remote computer.

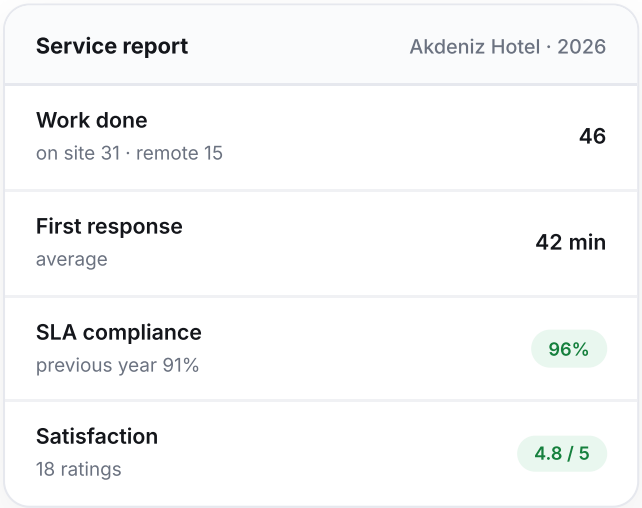
PARAŞÜT CONNECTION NEW

Issue the invoice in LixCRM, send the e-Invoice from Paraşüt, and the number comes back automatically

Your invoice is created in Paraşüt together with its customer. When you send the e-Invoice or e-Archive from Paraşüt, the official number and PDF are written to the invoice in LixCRM; the e-mail to the customer waits for the number.

- Purchase bills come in as expenses, along with cash/bank transactions, accounts and products
- Stock syncs both ways; the same document is never recorded twice
- If your accountant uses Logo, account and invoice XML in one click





SERVICE REPORT AND REMOTE CONNECTION NEW

A one-page answer to "What did you do this year?"

Pick the period on the customer or maintenance contract page: work done, first response and resolution times, SLA compliance, satisfaction and the change from the previous period are ready as a PDF, and can be e-mailed to the customer.

- Connect to the customer's computer with AnyDesk, RustDesk or TeamViewer in one click
- Connection time is tracked and recorded on the service form
- The same section in the monthly customer report

NETWORK, CAMERAS AND SECURITY

Monitor your customer's network 24/7, show the value of maintenance every month.

A small collector installed in the customer's network polls devices with ping and SNMP, checks recorders and takes config backups. Problems reach your phone, email and Telegram.

CAMERA HEALTH REPORT NEW

Let your customer see every month how many days of recordings their cameras keep

Hikvision and Dahua recorders are checked: disk errors, disconnected cameras and channels that stopped recording become instant alarms. The monthly report shows retention days, disk and camera status, and how long recording stopped.

- No "there was no recording" surprise after a break-in
- The same report has availability, outages, services performed and SLA

Camera system	October 2026 report	
Lobby NVR 2 / 2 disks · 16 / 16 cameras	42 days	Healthy
Parking NVR camera 3 · disconnected 2 h 10 min	31 days	Attention
Warehouse NVR disk 2 faulty · recording stopped 6 h	9 days	Problem

SNMP network monitoring

MikroTik, FortiGate, Sophos, Ruijie, Cisco, Aruba, UniFi, UPS, printers, NAS and NVR. Device down, port down, UPS on battery and toner alarms; SNMP traps.

Enterprise plan

Config backup and drift alerts

Switch and router configs are backed up daily with diffs on change. They're compared with your planned switch config; if someone changed a VLAN or port, you're notified.

Enterprise plan

Firmware version tracking

Device versions are read from config backups and compared with the version you recommend. Outdated ones are listed and an upgrade quote is prepared in one click.

Enterprise plan

Switch config generator

Enter VLANs, ports and trunks in a form; ready-to-paste config for Ruijie, Ruckus ICX, Aruba, Comware and Huawei.

Enterprise plan

Security scorecard

Grade the customer's network A–E in 6 areas. Monitoring data fills in automatically, a branded PDF goes to the customer, gaps become a quote in one click.

Enterprise plan

Password vault and inventory

Modem, firewall, NVR and server passwords encrypted per customer, every reveal logged; QR-labelled inventory.

Pro and up

Backup monitoring NEW

Alert and service form when a backup report fails or never arrives.

Printer meter billing NEW

Meters read over SNMP, per-page draft invoice ready.

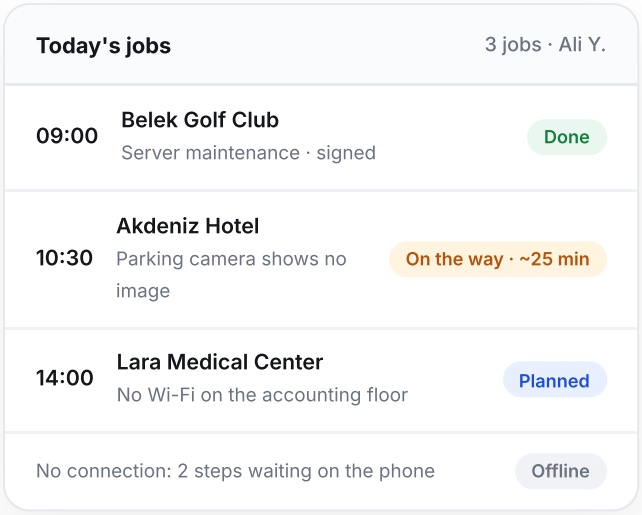
Vehicle tracking NEW

Trips, fuel and service; inspection and insurance reminders.

FIELD SERVICE

Field team, office and customer informed at the same time.

Instead of phone traffic, "where is the technician" questions and paper service forms: one flow. You assign the job, the technician completes it on site, the customer signs, the invoice is ready.



TODAY'S JOBS

The technician opens the phone and the day's jobs are in order

Directions and calling in one tap; times are recorded as they tap on the way, arrived, finished. Materials come out of the van stock, the customer signs on screen.

Offline mode

In a basement without internet, steps, materials, photos and signatures are stored on the phone and sent with their times when the connection returns.

Service tracking and survey for the customer

When the technician sets off, the customer gets an ETA and live tracking link by SMS or WhatsApp. When the job is done, the service form and signature link, then a satisfaction survey.

Dispatch board and map

Technicians in rows, days in columns; drag a job to another day or person. The day's route on a map, overlapping jobs in red.

Warranty, RMA and bulk shipping

Automatic warranty by serial number from the invoice. Select devices going to the supplier: shipping list PDF, tracking number and email to the supplier ready; mark them "returned" one by one.

Tickets from email, cabinet QR and alarms

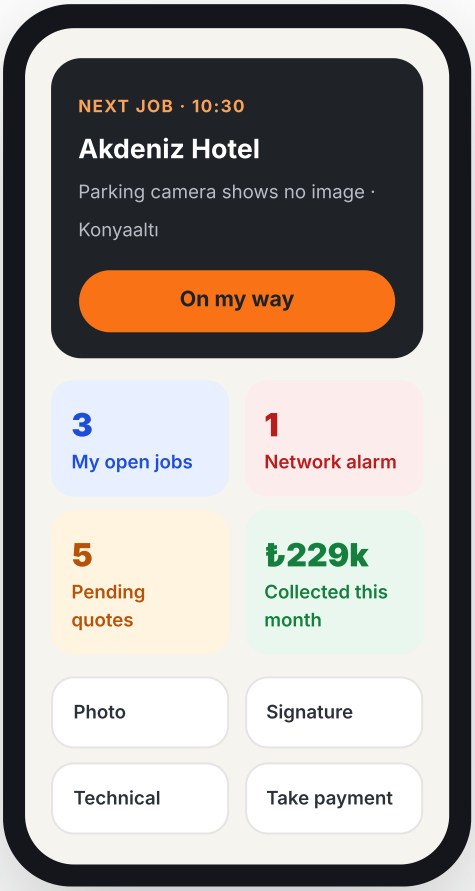
Emails to your support address become service forms. Customers scan the cabinet QR to report a fault with a photo without signing in; a lasting network alarm opens a ticket and assigns it to the on-call technician.

Maintenance contracts, SLA and checklists

Periodic visits, response time tracking, online signature and invoices issued automatically at the start of each period. Checklists per device type appear as a table in the PDF.

ON THE PHONE AND WITH PARTNERS

In your technician's pocket, working together with your subcontractor.



IPHONE APP · ON THE APP STORE

Everything needed in the field in one app

The day's jobs, on the way / arrived / finished, photos, customer signature, materials, expense claims, on-site payments and receipts. Barcode and QR scanner for serial lookups; password vault and technical info with Face ID.

- Without a connection, steps are queued on the phone and sent later
- Quick quotes, calendar, tasks and network alarms
- Search "LixCRM" on the App Store · on Android, add to home screen

SHARED WORK AND SUBCONTRACTORS NEW

Let your subcontractor go on site while the signature and photos land in your form

Share a service form, opportunity or project with a partner who uses LixCRM. The subcontractor records on the way, arrived and finished from their own panel; customer signature and photos are written to your record and you get an email at each step.

- Share only the work and hide the amounts
- Changes and notes are emailed to both sides

Shared work	Shared with us
SRV-2026-0388 · Camera fault Shared by Gizlix · service form	On site
PRJ-2026-0007 · Hotel camera project With Akdeniz Teknik · amounts hidden	Project
Liman Mall Wi-Fi renewal Opportunity · quote stage	Opportunity

SALES, FINANCE AND PROJECTS

From quote to payment, let the office work run itself.

An approved quote produces the invoice and supplier order; invoices go to Paraşüt, bank statements match invoices, reports arrive in your inbox.

Quotes, proformas, invoices

Grouped, package and optional lines, purchase cost and margin warnings, USD/EUR. The customer approves via link or QR, reminders go out automatically; one click to invoice.

Bank statement matching

Upload the Excel, CSV or PDF statement from online banking; incoming transfers match invoices, payments match expenses. It learns IBANs and names.

Cash flow and reports

13-week cash flow, receivables aging, sales, service, VAT, recurring revenue, stock value, profitability. Get the reports you choose by email on a schedule.

Accounts and reconciliation

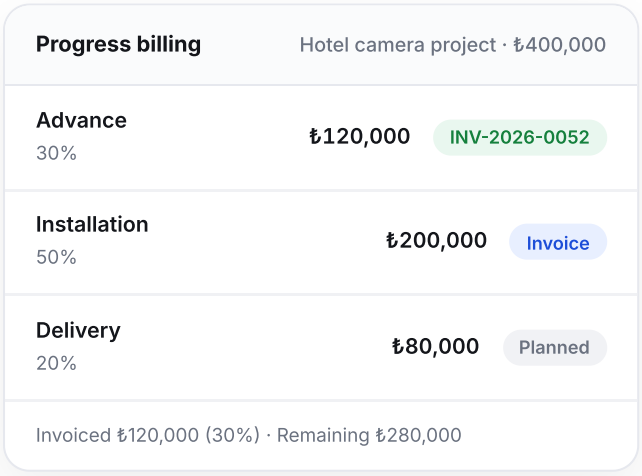
Customer and supplier balances, TRY payments against foreign currency debt, collection and payment receipts, bulk reconciliation emails with online customer replies.

Purchasing, stock, delivery notes

Supplier orders from an approved quote, received into stock. Van warehouses, barcode stock counts, product bundles and bulk invoicing from delivery notes.

Card payments and reminders

A "Pay by card" link on invoices (iyzico), email, SMS and WhatsApp reminders for invoices coming due and overdue.



PROJECTS AND PROGRESS BILLING NEW

Invoice the project in stages, see the profit on one screen

Partial invoicing with ready-made plans such as 30% advance, 50% installation, 20% delivery. Service forms opened from the project, staff timesheets, subcontractor payments, collections and expenses give the project profit.

- Invoiced and remaining amounts are always visible
- Delivery form and bulk invoice of completed work

SECTORS

For every business that sends technicians.

Pick your sector when you create your company: service form areas, checklists, device types, maintenance contracts and the menu follow your work. Each sector has its own page and a demo with sample data at lixcrm.com/sektor.

AC and boiler service
Annual maintenance reminders, device history, warranty; AC and boiler checklists.

Appliances and electronics
Device intake, repair status, waiting for parts, "your device is ready" message and handover.

Fire protection
Last inspection and refill date on the extinguisher QR; extinguishers coming due are listed.

Elevator maintenance
Mandatory monthly maintenance, per-building forms, signatures and fault records.

Generators and UPS
Maintenance plans, load tests and reports for hotels, hospitals and factories.

Water treatment
Filter replacement reminders; regular, repeat work that suits subscriptions.

Pest control
Inspection-ready reports for restaurants and hotels, on-site form and signature.

Pool maintenance
Weekly routes, pH and chlorine readings, photo reports.

Solar energy
Installation projects, panel and inverter serial numbers, periodic maintenance.

Security, alarms and cameras
Camera and alarm maintenance, recorder and network monitoring.

Copiers and printers
Rental devices, meter readings, consumables and service.

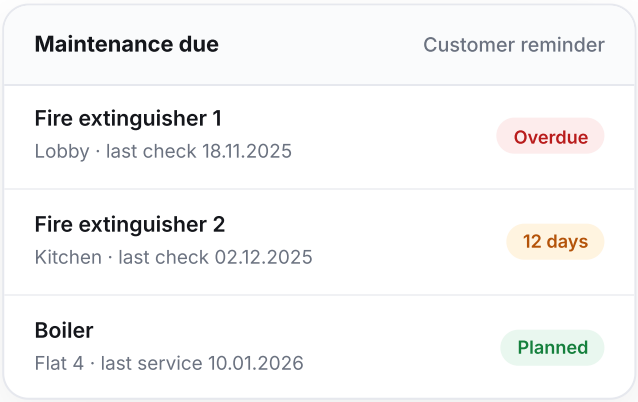
Other field service
Any business that sends technicians or services devices.

PERIODIC MAINTENANCE NEW

Your customer gets a reminder when maintenance is due

Set a maintenance interval for each device; as the date approaches the customer gets an email, and optionally an SMS. When the maintenance service is completed the next date moves forward automatically.

- Suggested intervals: boilers and AC yearly, fire extinguishers yearly, elevators monthly
- Overdue and upcoming maintenance on the Overview
- Last and next maintenance on the device QR page



PLANS

Choose the plan that fits your team.

Every plan can be tried for 14 days with all modules. Current prices at lixcrm.com/#fiyatlar.

FEATURE	STARTER	PRO	ENTERPRISE
SALES AND FINANCE			
Customers, quotes, proformas, invoices, accounts	✓	✓	✓
Reports, cash flow, purchasing, stock, projects and progress billing	✓	✓	✓
Customer portal, card payments, SMS / WhatsApp, monthly report	✓	✓	✓
Shared work with partners and subcontractors	✓	✓	✓
Two-way sync with Paraşüt (invoices, e-Invoice numbers, purchase bills, cash/bank, stock), Logo XML	✓	✓	✓
Cash, bank and statement matching	—	✓	✓
Domain, hosting, license and contract renewals	—	✓	✓
SERVICE			
Service forms, Today's jobs, dispatch board, service tracking	—	✓	✓
Warranty, device tracking, bulk RMA, inventory, password vault, cabinet QR	—	✓	✓
Customer service report, remote connection	—	✓	✓
Maintenance contracts, SLA, support packages	—	✓	✓
NETWORK AND SECURITY			
SNMP monitoring, NVR checks, service tickets from alarms	—	—	✓
Config backup, drift alerts, firmware versions, switch config generator	—	—	✓
Security scorecard	—	—	✓
EVERY PLAN			
Migration wizard, help center, iPhone app, two-factor authentication, 3 languages, activity log, data export	✓	✓	✓

See it in five minutes, use it free for fourteen days.

Click "Try the demo now" on lixcrm.com and a company with sample data opens in seconds. When you open your own company, a guided tour shows the way; the migration wizard brings your data from Perfex CRM or Excel in one go.

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LixCRM is a product of GizliX Bilgi Teknolojileri · Serik / Antalya, Türkiye