repeat customers by providing a service that is a specialty of the maintenance contractor.

[0007]

The present disclosure has been made to solve the above-described problems and an objective of the present disclosure is to provide a maintenance reservation system, a maintenance reservation server, and a maintenance reservation method for enabling a maintenance contractor to be selected according to a user's desire. Moreover, an objective of the present disclosure is to provide a maintenance reservation system, a maintenance reservation server, a maintenance reservation method, and a program for enabling repeat customers to be acquired by providing a service that is a specialty of a maintenance contractor.

[Means for Solving the Problems]

[0008]

A maintenance reservation system according to a first aspect includes: an equipment information acquisition unit configured to acquire equipment information including information about equipment; a maintenance contractor information acquisition unit configured to acquire maintenance contractor information including information about maintenance contractors who provide maintenance services on the basis of information transmitted from maintenance contractor terminals; a reservation information acquisition unit configured to acquire reservation information including desired conditions for the maintenance services on the basis of information transmitted from a user terminal; a processing unit configured to select maintenance contractor candidates on the basis of a model identified with the equipment information and a model within an available range of the maintenance contractors identified with the maintenance contractor information, and narrow down the candidates on the basis of the desired conditions and the maintenance contractor information corresponding to the maintenance contractors included in the candidates; and a notification unit configured to notify the user terminal

of the candidates narrowed down by the processing unit.

[0009]

A maintenance reservation method according to a second aspect includes steps of: acquiring equipment information including information about equipment; acquiring maintenance contractor information including information about maintenance contractors who provide maintenance services on the basis of information transmitted from maintenance contractor terminals; acquiring reservation information including desired conditions for the maintenance services on the basis of information transmitted from a user terminal; selecting maintenance contractor candidates on the basis of a model identified with the equipment information and a model within an available range of the maintenance contractors identified with the maintenance contractor information; narrowing down the candidates on the basis of the desired conditions and the maintenance contractor information corresponding to the maintenance contractors included in the candidates; and notifying the user terminal of the candidates narrowed down.

[0010]

A maintenance reservation server according to a third aspect includes: an acquisition unit configured to acquire information about maintenance contractors who provide maintenance services on the basis of information transmitted from maintenance contractor terminals and reservation information including desired conditions related to work other than maintenance of equipment on the basis of information transmitted from a user terminal; a processing unit configured to select maintenance contractor candidates on the basis of equipment information including information about the equipment and first available work of the maintenance contractor related to maintenance work for the equipment, and narrow down the candidates on the basis of the desired conditions and second available work of the maintenance contractor related to

work other than the maintenance of the equipment; and a notification unit configured to notify the user terminal of the

candidates narrowed down by the processing unit.

[0011]

A maintenance reservation method according to a fourth aspect includes steps of: acquiring information about maintenance contractors who provide maintenance services on the basis of information transmitted from maintenance contractor terminals and reservation information including desired conditions related to work other than maintenance of equipment on the basis of information transmitted from a user terminal; selecting maintenance contractor candidates on the basis of equipment information including information about the equipment and first available work of the maintenance contractor related to maintenance work for the equipment, and narrowing down the candidates on the basis of the desired conditions and second available work of the maintenance contractor related to work other than the maintenance of the equipment; and notifying the user terminal of the candidates narrowed down.

[0012]

A program according to a fifth aspect causes a computer to execute steps of: acquiring information about maintenance contractors who provide maintenance services on the basis of information transmitted from maintenance contractor terminals and reservation information including desired conditions related to work other than maintenance of equipment on the basis of information transmitted from a user terminal; selecting maintenance contractor candidates on the basis of equipment information including information about the equipment and first available work of the maintenance contractor related to maintenance work for the equipment, and narrowing down the candidates on the basis of the desired conditions and second available work of the maintenance contractor related to work other than the maintenance of the equipment; and notifying the user terminal of the candidates narrowed down.