

Service Manager is a multi award winning software solution for Service, Job Cost and Maintenance industries.

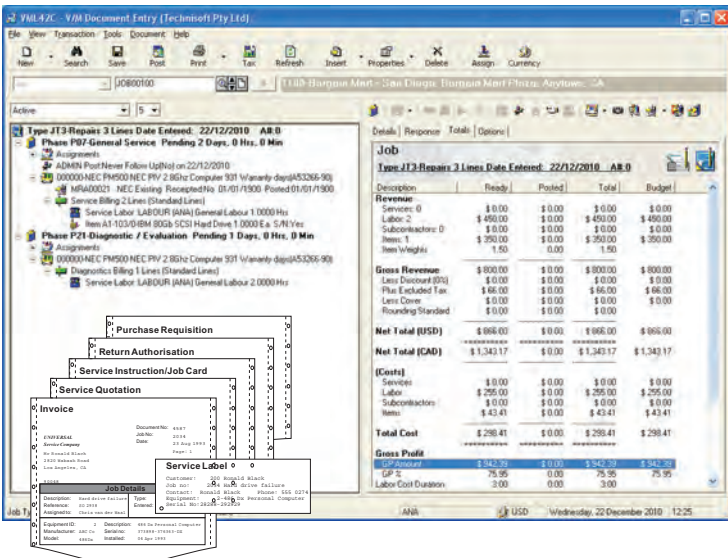
Service Manager is **fully integrated to the Sage Accpac ERP accounting suite** providing true accountability from a central point to help you manage the resources, products and services your business offers.

Communicate with your employees or customers from anywhere day or night using wireless PDA, mobile/cell Phone or Notebook technologies or via the internet in order to save time, lower expenses, monitor profitability, increase productivity and most importantly, improve customer service and satisfaction.

Service Manager will accommodate your workflow today and can be easily **tailored to grow with your business** into the future.

Whether for your own **internal operations** or for **commercial operations**, if you are involved in contracting, job cost management, preventative maintenance or general equipment servicing, then your business can benefit by deploying a Service Manager solution.

For more than twenty one (21) years Technisoft has been committed to **exceeding our customers expectations and adding value to the communities** we deal with.





Service Manager[®]

Integrates with Sage Accpac ERP Series

Consider these benefits:

- The ability to **control** your entire business from a single point within an **integrated accounting solution**.
- **Save time and money** by effectively managing your labor scheduling, parts and stock availability, job profitability, RMAs, site equipment records, and your customer relationships.
- **Critical analytical business information is readily available** to you at all times.
- Create Service Level Agreements, Warranty and Meter Agreements, including preventative maintenance **to monitor and support your customers**.
- Allow your employees to modify and create jobs via the internet using the **Employee Portal** or let your customers save you time and money by logging jobs and viewing information via the **Customer Portal** in a self service process.
- **Current Vs. Better**
Better management, better control, better information ... better profitability and service!

Major functional areas in Service Manager include...

			
Jobs	Employees	Equipment	Agreements
			
Return Authorizations	Faults	Query Tools	Online Solutions

Jobs

- Create and manage templates, quotations, jobs and projects.
- Process multiple Invoices, Credit Notes, or Cost Only entries.
- Create custom fields, and lists of tasks and activities.
- Add notes including file attachments, emails and follow-ups.
- Manage requisitions, purchases, receipts, and issue stock.
- Allocate labor, subcontractors, overheads, and equipment to jobs (includes base/standard, employee, model and site rates, special customer price lists).
- Maintain and track work-in-progress (includes many recognition options). Identify profitability, compare budget variance against actual, identify percentage complete, and determine outstanding revenue and costs.
- Includes multi-currency and Service Center/Branch accounting.
- Fully integrated to Sage Accpac General Ledger, Accounts Receivable, Accounts Payable* , Inventory Control, Purchase Orders, Serialized Inventory, Web store, and CRM.

Employees

- Labor tracking, time entry and job planning.
- Schedule jobs and employees with drag and drop tools.
- View workloads, plan ahead, allocate resources, record actual times, manage conflicts, and reschedule employees / jobs (real time integration with PDA solution).
- Track resource utilization, profitability, non-billable time, unallocated time, commissions, and view employee statistics.

Equipment

- Tracking of serialized inventory and equipment (includes equipment transfers, warranty, rentals and returns).
- Preventative maintenance functions allow you to create task and service activities based on conditions, meter values and schedules. Assign resources, take measurements/meter readings, and predict maintenance loading and material requirements...
- View model and equipment history, and ascertain life-cycle financial profitability of equipment.

Agreements

- Full Agreement functionality, including service level, warranty, rental, and meter based agreements, with definable response prioritization, parts cover, profit reports, warnings.

Return Authorizations

- Return Authorization sub-system with supplier and customer returns including warranty tracking, fault analysis, shipment tracking, and exchange/rotation tracking.

Faults

- A fault analysis program contains a knowledge-base of symptoms, faults and solutions. This assists in the diagnosis and resolution of problems and records information in a knowledge base for future reference.

Query Tools

- Empower your organization with tools to easily report history and activity for customers and equipment.
- Forms include job cards, equipment labels, picking slips, invoices, credit notes, quotations, and more... Forms can be customized to suit.
- Over 100 standard reports to choose from. Reporting tools such as Crystal Reports can be used to create new reports or edit existing reports.

Online Solutions

- Securitized Employee and Customer Web Portals allow access via an Internet Browser. PDA/Cell phone technologies allow engineers to enter data remotely from the field either online using a wireless connection, or offline by storing actions and updating when a connection becomes available.



Contact your Sage Accpac Solution provider for further information.

* Visit www.technisoft.com.au for up-to-date information on Technisoft Products.
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