

## Service Manager provides you with an effective means to plan, control, organize, operate and manage the products and services that your business has to offer.

The industry your business operates in is subject to new demands and challenges on a daily basis.

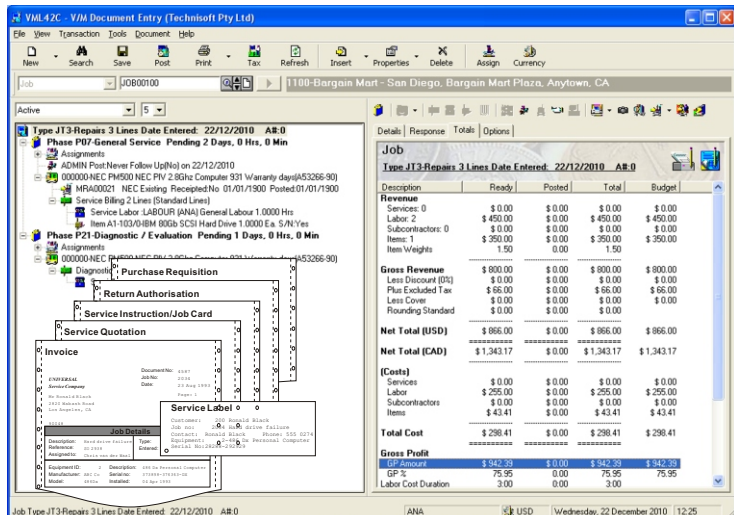
Therefore the software you choose must be flexible enough to meet those challenges in order to provide a superior level of customer service whilst maintaining profitability.

In simple terms, your business needs financial and management tools to maximize your revenue, minimize your costs, and control your resources.

Together with ACCPAC Advantage Series<sup>™</sup>, Service Manager provides such a solution.

If you are involved in an industry such as contracting, job cost management, preventative maintenance, equipment servicing, office automation, telecommunications or any other service industry, then your business can be one of the many to **benefit from deploying a Service Manager solution.**

Technisoft has been operating in business for over 21 years and is committed to **“exceeding your expectations”!**



The screenshot shows the 'YML42C - YJM Document Entry (Technisoft Pty Ltd)' window. The main area displays a job entry form for 'Type J13 Repairs 3 Lines Date Entered: 22/12/2010 AR:0'. The left sidebar shows a tree view with categories like 'Phase P07 General Service', 'Phase P21 Diagnostic / Evaluation', and 'Purchase Requisition'. The right pane shows a 'Job' summary table with columns for Description, Ready, Posted, Total, and Budget. Below this is a detailed financial breakdown including Revenue, Gross Revenue, Net Total (USD), Net Total (CAD), and Total Cost.

Description	Ready	Posted	Total	Budget
Revenue				
Service: 0	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Labor: 2	\$ 450.00	\$ 0.00	\$ 450.00	\$ 450.00
Subcontractors: 0	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Items: 1	\$ 350.00	\$ 0.00	\$ 350.00	\$ 350.00
Item Weights	1.50	0.00	1.50	
Gross Revenue	\$ 800.00	\$ 0.00	\$ 800.00	\$ 800.00
Less Discount (0%)	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Plus Excluded Tax	\$ 66.00	\$ 0.00	\$ 66.00	\$ 66.00
Less Cover	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Rounding Standard	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Net Total (USD)	\$ 866.00	\$ 0.00	\$ 866.00	\$ 866.00
Net Total (CAD)	\$ 1,343.17	\$ 0.00	\$ 1,343.17	\$ 1,343.17
(Costs)				
Services	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Labor	\$ 255.00	\$ 0.00	\$ 255.00	\$ 255.00
Subcontractors	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Items	\$ 434.41	\$ 0.00	\$ 434.41	\$ 434.41
Total Cost	\$ 298.41	\$ 0.00	\$ 298.41	\$ 298.41
Gross Profit	\$ 567.60	\$ 0.00	\$ 567.60	\$ 567.60
GP-%	75.95	0.00	75.95	75.95
Labor Cost Duration	3.00	0.00	3.00	



# Service Manager<sup>®</sup>

**Designed to Integrate with ACCPAC Products**

## 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, stock availability, job profitability, RMAs, site equipment records, and most importantly manage your relationship with your customers.
- **Critical analytical business information is readily available** to you at all times.
- You can create Service Level Agreements, Warranty and Meter Agreements to **monitor and support your customers.**
- You can use the fault analysis tools to provide a **quick and easy** method to diagnose faults from symptoms and determine appropriate solutions each time a fault is reported or a question is asked.
- **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 templates, quotations, jobs and projects.
- Process multiple Invoices, Credit Notes, or Cost Only entries.
- Create unlimited user-defined custom fields, and check-lists.
- Notations include graphics, attachments, emails and follow-ups.
- Requisition, purchase, receipt, and issue Inventory.
- Allocate labor, subcontractors, overheads, and equipment to jobs (includes base/standard, employee, model and site rates).
- Maintain and track work-in-progress (includes many recognition options). Identify profitability at a glance, 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 ACCPAC General Ledger, Accounts Receivable, Accounts Payable, Inventory Control, Purchase Orders, Serialized Inventory, eTransact (web store), and CRM.

### Employees

- Labor tracking 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.
- Track resource utilization, profitability, non-billable time, unallocated time, commissions, and view employee statistics.

### Equipment

- Tracking of serialized inventory and equipment (includes equipment transfers, rentals and returns).
- Preventative maintenance functions allow you to create task and activity service procedures based on set conditions 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, profitability and more....

### 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... They can be customized to suit and new reports can be easily created.
- Over 100 reports to choose from. Reporting tools such as Crystal Reports may be used to create new reports and edit existing reports.

### Online Solutions

- Securitised 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 ACCPAC Solution provider for further information.

Visit [www.technisoft.com.au](http://www.technisoft.com.au) for up-to-date information on Technisoft Products.  
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