

## Express Edition

**Manages the key service operations for improved productivity and efficiency.**

**Service Management & Invoicing**



**Express Service Orders, Resource Scheduling & Dispatch**



**Asset Management & Plant Maintenance Functions**



**Customer History, Warranty Tracking & Business Analytics**



### Speeds Information Flow

Service Management-Plus (SM-Plus)<sup>TM</sup> software speeds the information flow between business units to accelerate performance and help organizations achieve service excellence.



### Improves Efficiencies

The right service management system improves efficiencies by increasing throughput, decreasing transaction costs, and helping to monitor critical numbers. Service personnel can respond quicker, utilize resources more efficiently, schedule and dispatch technicians best suited for the job and proactively schedule preventive plant maintenance.

**Increased employee productivity & improved resource efficiencies create a timely return on your investment.**

### Acts as Delivery Mechanism

SM-Plus acts as a delivery mechanism for your products and services to build customer loyalty and sustain a competitive edge. SM-Plus will help you deliver quality products and services with a profitable return.

### Key Benefits:

*Reduce cost of service & warranty repairs*

*Respond faster to customer inquiries*

*Better manage resources*

*Increase service revenues*

*Better manage inventories*

*Reduce equipment downtime*

*Increase productivity & employee morale*

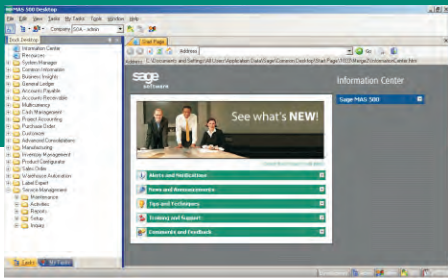
*Match skill sets/certifications with service orders*

### Provides Information, the Source of Power

In order to respond quickly to customer inquiries, service personnel need access to the right information. SM-Plus' transparent information infrastructure provides access to all pertinent information leading to better decision-making.

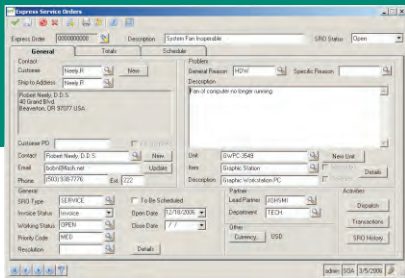
### Creates Corporate Value and Stakeholder Wealth

With SM-Plus as a product and service delivery mechanism, you'll see a timely improvement in productivity and efficiencies, creating impressive bottom-line results and return on your investment. Perhaps more importantly, you'll increase customer satisfaction by improving the entire service experience.



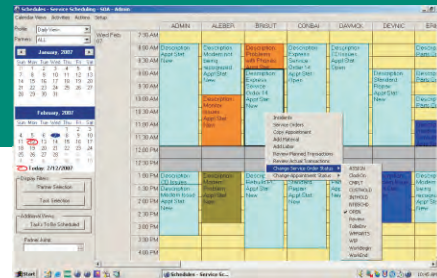
### Desktop

The key SM-Plus functions are available from the main MAS 500 desktop.



### Express Service Order

Enter all customer and service request details from one easy-to-use screen.



### Scheduling & Dispatch

Access calendars and technician availability before scheduling service orders.

## Service Management

Express Service Request Orders (SROs) are the primary “documents” used for task management, cost tracking and billing operations within SM-Plus for Sage MAS 500. An Express SRO can be used to handle any of the following types of service orders...

**Break/Fix Service Calls** - for tracking service history performed on any specific product/component.

**Preventive Maintenance** - for scheduling planned maintenance or recording inspections, calibrations, etc. for either internal machines or customer products.

In addition, SROs provide the following functionality...

**Time/Expense Tracking** - record

all material and labor incurred during a service call.

**Invoice Integration to Sage MAS 500 ERP** - integrate invoices generated from SM-Plus with the standard Sage MAS 500 A/R module.

**Purchase Orders** - flag customers if a purchase order is required prior to scheduling service.

SM-Plus Express Edition’s flexibility makes it easy for service personnel to plan and execute a service order.

The result is decreased transaction costs and increased service level performance. Key functionality is offered in a streamlined, easy-to-execute format, simplifying the training process and contributing to positive acceptance among service center personnel.



## Resource Scheduling & Dispatch

Resource Scheduling helps you match technician skills with job requirements as well as provide total visibility of available partners and material for better utilization and allocation of resources.

**Flexibility Partner Definition** - define as subcontractors, employees, customers, resource or any combination.

**Drag/Drop Scheduling** - see the available partner and material capacity with the ability to quickly change times or resources for a task.

**Skills/Certification/Location Matching** - assign partners to incidents or service orders based on certification, skill level or location required to service an item.

**Item Schedule** - quickly identify and schedule service parts received against pending service orders.

**Automatic Service Order Generation** - setup and schedule recurring maintenance or service calls automatically.

**Partner Queue Scheduling** - re-sequence and maintain appointments based on priority status.

**Preferred Partner Dispatching** - auto-assign “Preferred Partner” for specific customer or unit.

**Work Order Updates** - update work order, labor and materials status directly from the dispatch board.

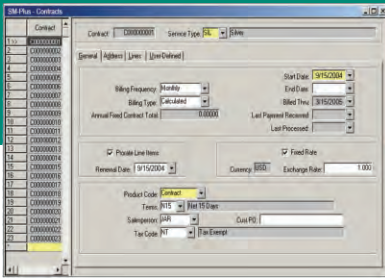
**Before a service technician is dispatched, the call center can verify unit description, check warranty status and determine resources which may be required.**

Resource Scheduling provides total visibility of partner and material capacity for better utilization and allocation of resources. This helps to reduce transaction costs associated with service and repair requests.

### QUICK START

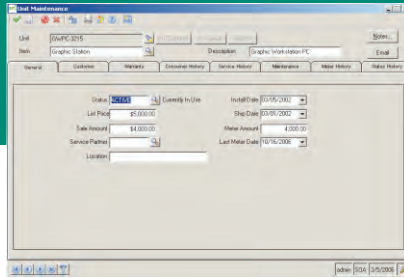
#### Training Included

To ensure a quick-start, we provide a fundamentals course (for one person) at our training center.



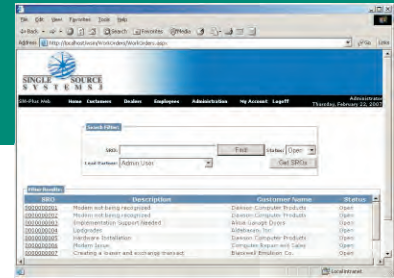
### Service Contracts

Easily track and manage customer service contracts with several plans and billing options.



### Unit Maintenance

Asset management and plant maintenance are simplified through automatic scheduling.



### SM-Plus Web

Access to data from any location extends the system to customers and subcontractors too.

## Service Contracts

SM-Plus for Sage MAS 500 provides flexible contract administration allowing you to tailor your contract options to meet a variety of customer needs.

**Contract Rates** – contract rates can be fixed rate, discounted, calculated, standard rates, or time and material.

**Billing Options** – contract administrators specify a monthly, bimonthly, quarterly, semi-annual or annual billing plan.

**Automatic Renewals** – warranty and service contract updates occur automatically, providing sales representatives with up-sell opportunities to increase service revenues.

**Discrete Contract Pricing** – billing and entitlement information can be stored for use in determining pricing for materials, labor and miscellaneous expenses used to service a product.

**Long-Term Rental** - contracts can be configured to provide monthly, quarterly or annual rental agreements

The Service Contracts module allows you to offer flexible contract and billing options to your customers and provides contract up-selling opportunities to increase service revenues.

**“With the SM-Plus for Sage MAS 500 solution, we have a world-class accounting system and a best-of-breed service management suite in one, integrated enterprise solution.”**

**-Susan Dunn, CFO of Vehicare**



**With historical information readily accessible, tracking warranty status & maintaining service contracts becomes a stream-lined process, contributing to the profitability of the service center.**

## Warranty Tracking

Users have complete visibility into warranty information for a product, item or specific serial tracked unit.

**Service History** – record changes and repairs made to a product along with the reasons and technician involved.

**Warranty Service Providers** – manage multiple warranty service providers (vendor, manufacturer or dealer).

**Consumer Registration History** – record each time a new user registers a product.

**Unit Status History** – track unit status, such as Active, Loaned, Rented or In Production, etc.

**Meter Status History** - manage and track routine maintenance based meter readings (mileage, time periods, clicks, etc.)

A system for managing warranty coverage enables you to monitor warranty commitments, maximize service revenues and increase profitability.

## Optional Modules

**SM-Plus Mobile™** - use wireless handheld devices or laptops to log Express SRO transactions, check service history and view customer and inventory information. Capture customer signatures to verify receipt of services.

**SM-Plus Web™** - remote users, including employees, customers and subcontractors, with internet access can enter SRO transactions and register units for warranty coverage.

**Microsoft MapPoint Integration** - allows users of Microsoft MapPoint to enter an address and receive the recommended route and associated directions.

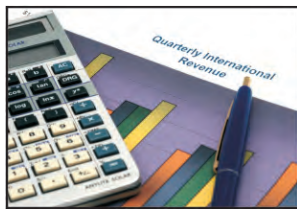


**SM-Plus Mobile enables technicians to access needed information while in the field, eliminating wasted trips.**



## Seamless Integration with Sage MAS 500 Business System

SM-Plus seamlessly integrates with Sage MAS 500 speeding data flow between your enterprise and service management application. By integrating with MAS 500, SM-Plus accesses and updates information contained in the customer, products and financial files of Sage MAS 500 ERP, eliminating data redundancy and the possibility for data errors.



**Redundancy between systems is eliminated, increasing accuracy and information flow.**

### Integration Benefits

#### Seamless, Real-time Integration

- ends maintenance of messy interfaces.

**Consistent User Interface and Operational Navigation** - speeds user acceptance and minimizes training required.

**Utilizes Your Existing MS-SQL Server** - prevents additional services from being required.

**Leverages Built-In Sage Functionality** - works with System Alerts, document attachments, and multi-currency features.

## Service Management Expertise

Service Management Plus (SM-Plus), the flagship value-added extension, has been available to the manufacturing, distribution, and service markets since 1996. SM-Plus seamlessly integrates with Sage MAS 500 ERP, managing every aspect of a company's service operations. Core functionality of SM-Plus also meets internal Enterprise Asset Management (EAM) requirements for fleet and facility maintenance.



**An integrated system enables information to flow through every aspect of service operations, allowing you to get the right technician and right parts to the right service call at the right time.**

The right service management system will help your service personnel respond quicker, make better decisions, utilize resources more effectively, and build knowledge to speed future decision-making. SM-Plus acts as a delivery mechanism for your products and services to help improve efficiencies and ultimately increase corporate value and shareholder wealth. SM-Plus can be successfully implemented in many manufacturing, distribution and service markets.

## Industries Well-Suited for SM-Plus for Sage MAS 500 ERP

### Capital Equipment (Manufacturing, Distribution and EAM)

Construction Equipment  
Heating, Refrigeration, Ventilation  
Manufacturing Machinery  
Printing Machinery  
Specialty Vehicle (Ambulance, Fire Truck, Motorhome, Yacht)

Elevators, Generators  
Industrial Compressors, Pumps  
Motorized Devices & Engines  
Textile Machinery

### Technical Equipment (Manufacturing, Distribution and EAM)

Computer Equipment  
Fire & Security Equipment  
Network Peripheral Equipment

Electronics  
Medical, Dental, Laboratory Devices  
Tele-Communications Equipment

### Dealers

Construction Equipment  
HVAC  
Mechanical Contractors  
RV & Camper

Fire & Security  
Marine & Boats  
Office Equipment  
Tractors, Trailers, Trucks

### Professional Services

Accounting & Auditing  
Computer Systems Integration  
Government Municipalities  
Technical Equipment Maintenance & Repair

Aerospace Maintenance & Repair  
Engineering & Design  
Software Development  
Transportation Maintenance & Repair

[www.singlesrc.com](http://www.singlesrc.com)

### Indianapolis Corporate Headquarters

9003 Technology Lane  
Fishers, Indiana 46038

317.596.3000 **phone**

317.596.3001 **fax**

[www.singlesrc.com](http://www.singlesrc.com)

**sage**  
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