

## **Background**

Service Companies are required to process a huge amount of information on a daily basis. This is typically from communicating with customers, dispatching teams, recording job cards, managing stock, invoicing customers, etc. Therefore, it is vital to the success of the company that they have rapid access to this information. Whilst having the wrong information can be detrimental to the success of the business, having the correct information at the right time can lead to increased customer service and profitability through:

- Reducing admin costs
- Improving service delivery
- Reducing response time
- Reducing communication costs

## **What is Service Master?**

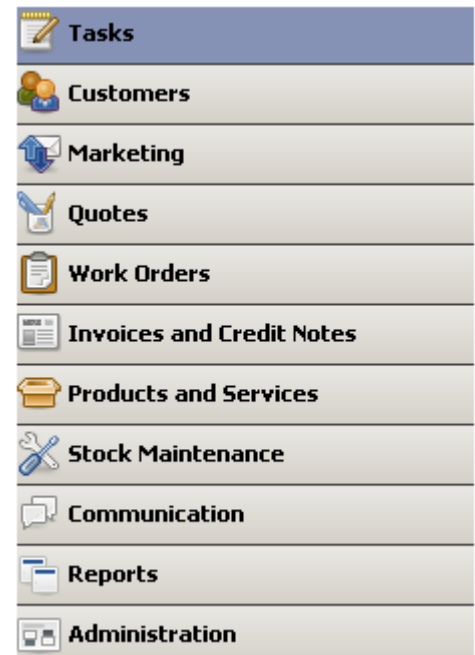
Service Master is a software tool designed to organize the workflow of Service Companies. Service Master provides you with the capability to log the first contact with the customer all the way to closing the invoice by receipting payment from the customer.












Service Master has been developed over the last 5 years with several leading service companies. Due to their increased efficiencies (with the help of Service Master) these companies have more than quadrupled their van complement over that time, without requiring any additional admin staff.

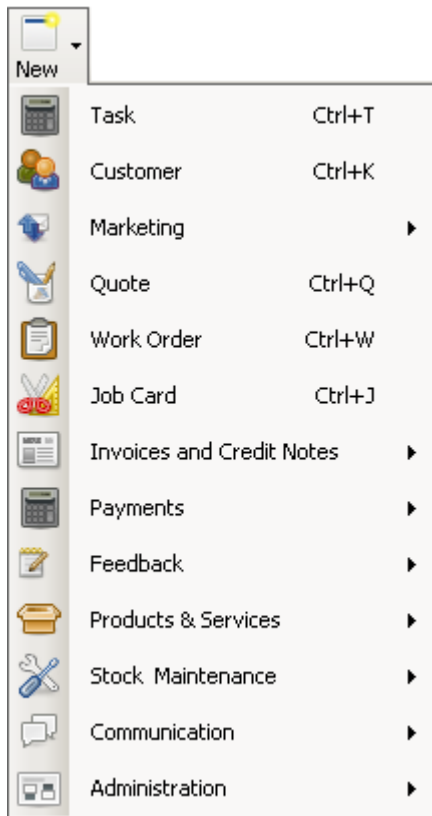
## **Why should service companies use Service Master?**

As a service company increases in size, so the complexity of managing the workflow increases. The daily tasks of communicating information, controlling stock, issuing jobs and invoicing become time consuming and cumbersome to manage manually and most service companies simply cut back on service delivery or decide to scale down just to keep their business manageable. Few service companies will ever have the time to request feedback from clients or send confirmation reports to clients. Service Master will give you the control to allow your business to grow, without the worry of overloading your admin staff, who will spend less time working with the information, allowing them to handle more important issues like collecting payment, talking to new customers or sending progress feedback to customers. Service Master, ultimately, will help you to achieve improved service levels and higher profits.

Because of the integration between work orders and invoices, Service Master will vastly reduce the human error effect. Service Master will also allow you to get your invoices to your customers sooner, leading to increased customer satisfaction and service delivery



	Tasks
	Customers
	Marketing
	Quotes
	Work Orders
	Invoices and Credit Notes
	Products and Services
	Stock Maintenance
	Communication
	Reports
	Administration



therefore reducing the number of non-paying customers and keeping your valued ones coming back.

### **What is unique about Service Master?**

**Simplicity** The user interface is simple, understandable and consistent throughout the program. For instance, to create a new customer you simply click on the new button and select Customer (just like if you were creating a new email). Alternatively there are several short cut keys that can be used.

The **advanced integration** between the different parts of the application makes it easier to use than most other computer software tools. Customer information is linked to work orders, quotes, credit notes and invoices.

**Completeness** Service Master will allow you to manage your entire business. You will no longer need several different programs to manage your business.

## **What features are built in to Service Master**

### **Customer Relations Management**

With the ability to easily lookup all customer records together with the state of these accounts, you will be able to make better business decisions and reduce your financial exposure.

### **Work Orders**

Each work order is broken down into 4 billable components; Callout, Labour, Material and Services. On every Job, you have the ability to control each of these components, allowing full control of what you will be invoicing. Service Master has the built-in ability to issue more than one team to a work order, allowing you to control complex work orders. Each team can be colour coded to allow you to rapidly identify the jobs that are assigned to each team.

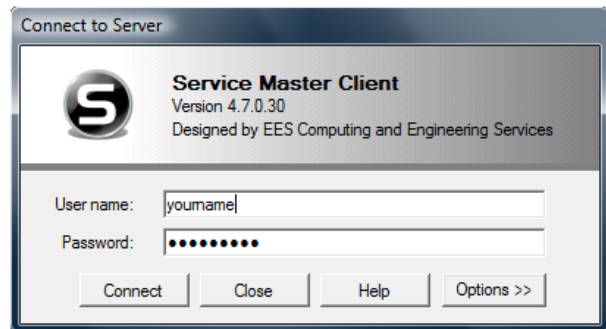
	<b>Job Totals</b>	<b>Billed Totals</b>
Effect. Hrs:	0.50	0.50
Labour:	150.00	150.00
Callout:	120.00	120.00
Services:	0.00	0.00
Products:	0.00	0.00
<b>Totals:</b>	<b>270.00</b>	<b>270.00</b>
Total Invoiced:		<b>270.00</b>

### **Searching, Ordering and Filtering**

Service Master allows you to search for information rapidly and effectively. Every section has built in search functionality. For example you can find all work orders from a particular customer by typing any part of the customer's information into the search box for work orders. Every section also has the ability to sort the information in ascending or descending order.

### Integrated Security

Integrated security throughout allows for each part of Service Master to be accessed by only those employees that need access to it. This allows different employees to be responsible for different tasks.

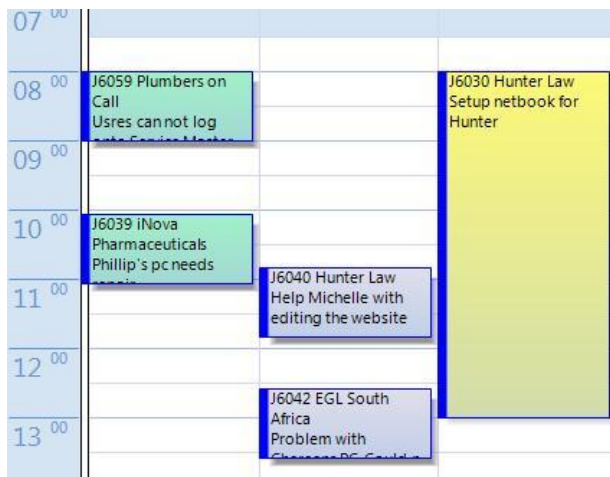


### Multi-User

Many users can access Service Master at the same time. This allows the managers to view live information regarding turnover and daily profit figures, while the admin staff can manage customers and work orders.

### Integrated SMS and Email

Service Master has an integrated bio-directional SMS function, providing you with the ability to automatically send and receive an SMS to and from your customers, teams and managers.



### Multi-Team Calendar Control

Graphically view your teams scheduled work load on an integrated calendar control, which allows you to re-assign a job card to a different team by dragging and dropping the job card.

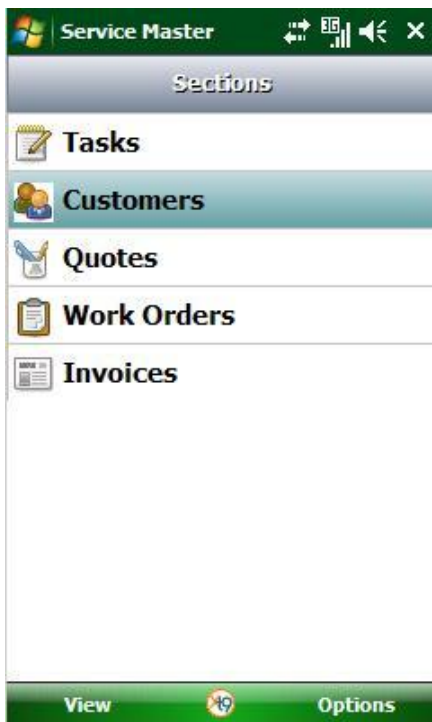
Also see leads and quotes on the same calendar which gives you total control of the scheduling process.

### Stock Control

Controlling the stock with your teams and in your storeroom proves to be one of the most challenging tasks faced by service companies. Service Master provides you with the capability to know exactly the quantity of each product currently in your store room or supplied to any of your teams. Service Master's integrated stock reporting module is able to identify when stock is running low and the quantity of each item that needs to be ordered to return your stock to the required levels. Eliminate time wastage due to placing emergency orders from your suppliers because you have run out of stock of a standard item.

## Integrated Satellite GPS and Cell Phone Tracking (beta)

Total control is achieved when you are able to determine exactly where your teams are all the time. With Service Master you will get up to the minute information showing you graphically where your teams are and where they have been. This will help you to decide how to best dispatch new jobs, minimise transportation cost and time, minimise communication cost and always know where your teams have been. Terms and conditions apply.



### Service Master on the move

The ability to lookup and enter data on the move is vital to the success of any dynamic company. Service Master Compact allows you to do just that. Using your Windows Mobile phone, you can enter or lookup customer information, work orders, job cards, quotes etc. This will allow you and your teams to work on the move and allow you to rapidly move from job to job while staying on top of your office work. Customers are able to sign jobs off directly on the mobile phone. They will be impressed by your service levels and therefore less likely to question billing and service delivery.

### Remote Access on your notebook

Service Master's innovative design allows you to access all your data when you are away from the office, on the road or anywhere in the world. Simply install Service Master Client on your notebook or desktop computer.

### Detailed and Customisable Reports

Reports can be customised to meet the specific requirements for your company. This allows you to customise the layout of your invoice report and job card report etc. With over 30 reports to choose from, Service Master allows you to view a variety of team, management, customer and stock reports.

### Updates

Subscription Customers will receive automatic software updates directly to their computers. Updates are released monthly. They include new features, bug fixes and other changes.

### Servicing your investment

EES Computing and Engineering Services cc develop and own Service Master. We specialise in IT software development for small businesses. We have an excellent support infrastructure that delivers the full potential of the software. With affordable technologies we are able to support to customers nationally and internationally, with existing clients in Johannesburg, Cape Town and Durban. This technology allows our support staff to instantly see the clients computer screen from anywhere in the world and hence rapidly resolve problems they might encounter.

We comprise of six staff with the head office in Rosebank Johannesburg.

### Our Valued Clients

We consider our clients to be partners of our company, always ensuring that they get the service and dedication required to make our product a valuable and reliable business tool.

### Detailed Feature Listing

#### Scalability and Usability

Feature	Express	Standard	Enterprise
Number of Teams	3	No limit (7)	No limit (7)
License Period	No Limit	No Limit	No Limit
Number of Employees	10	No limit	No limit
Multiple Company Support	●	●	●
Import Data from Microsoft Excel	● (5)	● (5)	● (5)
Export Reports to PDF and Excel	●	●	●
Export information to Quick Books and Pastel (*new)		●	●
Client / Server Topology	●	●	●
Remote Access	●	●	●
Dynamic Search	●	●	●
Sorting and Filtering	●	●	●
Consistent look and feel	●	●	●
User friendly and familiar interface	●	●	●
Detailed security control	●	●	●
Internal Task Management		●	●
Flagging	●	●	●
Performance Tuning		●	●
Your company's Logo on reports		●	●
Drag and Drop	●	●	●

Notifications	●	●	●
Pre-select mandatory fields are on all forms	●	●	●

### Support and Maintenance

Feature	Express	Standard	Enterprise
Automatic Server Updates	●	●	●
Automatic Client Updates	●	●	●
Error Reporting	●	●	●
Integrated Help Manual	●	●	●
Integrated User Manual	●	●	●
Integrated Feedback for Software and Support	●	●	●
Integrated Online Backup			● (4)
Remote Desktop Support		●	●

### Customer Management

Feature	Express	Standard	Enterprise
Customer Limit	no limit	no limit	no limit
Multiple Site Addresses	●	●	●
Profiling Site Addresses	●	●	●
Red List and Black List Customers		●	●
Integration from a Single Customer Account	●	●	●
Integrated telephone recording			● (1)
Picture, Document and Audio files			●
Distribution List		●	●
Export to Quick Books and Pastel Partner and Pastel Evolution (*new)		●	●

### Work Order Management

Feature	Express	Standard	Enterprise
Create and Assign multiple Job Cards to a Customers Work Order	●	●	●
Control Teams through electronic Job Cards	●	●	●
Job based stock control		●	●
Services		●	●
Multi Team Calendar (*new)	●	●	●
Picture, Document & Audio files			●

## Miscellaneous Features

Feature	Express	Standard	Enterprise
Suburbs and Areas	●	●	●
Contacts		●	●
Manufacturers		●	●
Suppliers		●	●
Employees	●	●	●
Teams	●	●	●

## Quotations

Feature	Express	Standard	Enterprise
Generate quote from your customer's account		●	●
Select expiry dates for quotes		●	●
Generate work orders from accepted quotes		●	●
Email your quotes with automatic PDF creation		●	●
Multi Team Calendar (*new)	●	●	●
Attach audio, document and image files to quotes		●	●

## Product and Service Management

Feature	Express	Standard	Enterprise
Team product control		●	●
Storeroom product control		●	●
Multiple suppliers product control		●	●
Automatic mark-up and price control		●	●
Manual override of profit mark-ups		●	●
Product Categories		●	●
Service Categories		●	●
Record Supplier Price Listing		●	●
Stock Profiles		●	●
Purchase Orders		●	●
Pictures		●	●
Attach audio, document and image files to the Product form		●	●

## Accounts Management

Feature	Express	Standard	Enterprise
Integrated invoicing of Work Orders		●	●
Cash flow analysis		●	●
Email your invoices with automatic PDF creation		●	●
Customer Payments		●	●
Expenses		●	●
Supplier Payments		●	●
Credit Notes		●	●
Attach audio, document and image files to Invoices, Payments and Receipts		●	●
Export to Quick Books & Pastel Partner & Pastel Evolution (*new)			●

## Mapping and Satellite Tracking (\*new)

Feature	Express	Standard	Enterprise
Integrated Maps		●	●
Address to Map lookups		●	●
Team Satellite Tracking (beta)			●
Customer Address Mapping		●	●
Team Distance Calculations			●
Customer to Office Distance Calculation		●	●

## Mobile Phone Version (6) (Service Master Compact) (\*new)

Feature	Express	Standard	Enterprise
Customer Relations Management			●
Work Orders and Job Cards			●
Quotes			●
Leads			●
Invoices			●

## Communication

Feature	Express	Standard	Enterprise
Two Way Integrated SMS		●	●
Integrated Email Client		●	●
A complete history of each SMS and email sent		●	●
Delivery and Read Receipts for emails		●	●
SMS Templates		●	●

## Reporting

Feature	Express	Standard	Enterprise
Email reports with automatic PDF creation		●	●
Customer Reports		●	●
Management Reports		●	●
Product Reports		●	●
Stock Reports		●	●
Team Reports		●	●
Custom Report		● (2)	● (3)

## Leads and Customer Feedback

Feature	Express	Standard	Enterprise
Lead control			●
Industries			●
Multi Team Calendar (*new)	●	●	●
Customer feedback			●

1.	Subject to purchasing of hardware
2.	Additional charge for service
3.	Custom reports - 5 free reports thereafter pay per report
4.	For the duration of the license payment
5.	Selected sections only
6.	Subject to the purchase of a compatible handset
7.	

## **Summary**

Service Master is able to bring the control of running a service business back to the office. A complete software tool models your service company like no other tool on the market today. The tight integration between modules allows you to get your work done quickly and without repetition, making sure that you invoice the correct amount of labour, material, services and callout fee every time. Never forgetting to invoice your customer, results in improved profits, improved service delivery and ultimately more satisfied customers.

## **How to get Service Master**

We encourage you to contact EES Computing and Engineering Services for a demonstration of Service Master together with all the included features

Alternatively, you can download Service Master's Trial Version by using the following link:  
<http://www.eescomputing.co.za/ServiceMaster/ProductInformation/SMTrialInfo.aspx>

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