

# Field Service Management - Solomon



Manage your service agreements more effectively and maximize revenue for every contract with Microsoft® Business Solutions–Solomon Service Contracts. If your business has service agreements, you know that managing them can be difficult. But with proper management, service agreements can be a major source of revenue for service companies. With Service Contracts, before a technician is dispatched to a site, the customer service representative will be alerted to any active contracts that exist.

B E N E F I T S

## SERVICE CONTRACTS

### Create

*different revenue and billing schedules, adding flexibility to all your service agreement arrangements.*

Service Call ID	Customer ID	Site ID	Promise Date	From Time	To Time	Terms ID	PM	Call Type	Priority	Ct
LAC0000007	C419	DEFAULT	10/30/2003	02:09 PM	04:09 PM	05 - Due in 30 D.		PLUMBING	High	
LAC0000008	C420	DEFAULT	10/30/2003	02:10 PM	04:10 PM	05 - Due in 30 D.		AC	High	
LAC0000012	CT0120	DEFAULT	10/30/2003	02:10 PM	04:10 PM	01 - 2/10 Net 30		PLUMBING	High	
LAC0000013	CT0130	DEFAULT	10/30/2003	02:10 PM	04:10 PM	05 - Due in 30 D.		HEATING	High	Jeff
LAC0000014	CT0131	DEFAULT	10/30/2003	02:10 PM	04:10 PM	05 - Due in 30 D.		AC	High	Mr. G
LAC0000015	CT0132	DEFAULT	10/30/2003	02:10 PM	04:10 PM	05 - Due in 30 D.		AC	High	Mr. G

### View

*comprehensive contract information from one location.*

### Manage contracts better

Easily track what equipment is covered by your customers' service contracts. From the initial quotation to renewals and billing, Service Contracts manages important information about your customers and their equipment and provides quick access to their service history.

### Increase customer satisfaction

Offer your customers personalized service and maximum flexibility. If a customer asks to add or subtract equipment in the middle of a contract term, Service Contracts can prorate the new charge, allowing you to provide the customer with updated information instantly.

### Manage contract profitability

Manage customer service contracts proactively, over the life of the contract, rather than waiting till the end of the contract period to see if the engagement was profitable.

### Serve customers better

Actively pursue businesses to renew their contracts and continue to keep them as loyal customers. Detailed service history information helps you meet the many contract-related challenges that service businesses face every day.

### Customize revenue and billing schedules

Fulfill unique customer requests that can result in very detailed billing schedules. Service Contracts helps to separate billing and revenue schedules when needed, so you can set revenue and billing schedules on monthly, quarterly, semi-annually, annually, or on a customized basis. You can also customize amortization to manage and report the earned and unearned revenue amounts.

AVAILABLE WITH:

- ✓ SOLOMON
- ✓ SOLOMON STANDARD

## SERVICE CONTRACTS | FEATURES AND FUNCTIONALITY

<b>Multi-site Contracts</b>	Manage multi-site contracts with ease: Service Contracts lets you include equipment from an unlimited number of locations in a single service contract.
<b>Customized Billing</b>	Create a unique billing address for a service contract, including the customer's purchase order authorization.
<b>Multi-year or Auto-renewal Contracts</b>	Preset automatic escalation from year to year and set up auto-renewal for continuous coverage. With Service Contracts you can handle many years of coverage without the need for a formal contract renewal process.
<b>Competitive Advantage</b>	Empower your sales force and technicians to offer more choices to your customers by delivering service contracts tailored to their business needs.
<b>Preventive Maintenance Tasking</b>	Service Contracts can automatically create tickets for the periodic preventive maintenance events required for selected equipment.
<b>Checklist Generation</b>	Create and print a standard task list for use as a field checklist. Service Contracts generates required materials lists for preventive maintenance tasks for ordering or pickup prior to on-site service.
<b>Seasonal Tasking</b>	Enter a Season Code for preventive maintenance tasks. Assign preventive maintenance schedules for specific periods of the year.
<b>Personnel/Task Matching</b>	Match field employees' skills to requirements in your equipment skill files prior to dispatch. Service Contracts will filter your employee database so you can match the right technician with the right job every time.
<b>Comprehensive Detail</b>	Keep track of detailed equipment history. Under each contract, Service Contracts will list all the equipment covered and its history.
<b>Cancellation Details</b>	Capture important details of contract terminations, including Cancelled Date and Cancelled By, to help improve service agreement renewals.
<b>Contract Expiration Process</b>	Reduce time renewing your service agreements by proactively viewing any service agreements that are up for renewal.
<b>Profitability Tracking</b>	View how your contracts are performing with the Service Contract Profitability report, which can help you make appropriate adjustments for renewals.