



Sage 300 Service

Successfully manage the resources, products and services your business offers with Sage 300 Service! Guarantee extensive planning, control and organisation in the Service Industry. Access your data locally or from the field using mobile or Web technologies to save time, lower expenses, monitor profitability, increase productivity and most importantly, improve customer satisfaction.

Sage 300 Service will link every aspect of the service process so that you can update and manage jobs in real-time in the office or out in the field, handle preventative maintenance and general equipment servicing.

Take comfort in the knowledge that as your company experiences high levels of growth, you can still exercise detailed control over your activities with Sage 300 Service, while maintaining close relationships with your customers.

Sage 300 Service will help you simplify the supervision of your service activities while keeping the operational, sales and financial aspects of your customers' jobs firmly on the radar.

Industry Solution	Sage 300 Service			
Target	Equipment and Systems Suppliers	Contractors	Service, Maintenance & Repairs Organisations	
Business Processes	Equipment Servicing	Job Costing	Preventative Maintenance	After Sale
Business Challenges	Simplify Service Management and Follow up	Measuring Profitability	Minimising Risk	Embracing Technology to Improve Efficiency
	Customer Satisfaction			

Challenges that Service companies face

Simplifying service management and follow up - ensuring accurate tracking; a reliable evaluation of planning and which measures need to be taken. Helping your staff to monitor key milestones, effectively managing your parts and stock availability, Return Materials Authorisations, serialised or lot tracked equipment – including equipment transfers, warranties, rentals and returns; as well as managing and tracking your labour and resources with ease.

Measuring financial performance - in order to control jobs, monitor costs, improve margins, assess their profitability and draw comparisons between current jobs.

Minimising risk - Scheduled, Conditional and Interval Based Preventative Maintenance, performed specifically to prevent faults from occurring and avoiding or mitigating the consequences of failure of equipment – this will significantly reduce your risk and instil customer confidence in your equipment and service.

Technology - Adoption of wireless technology, so you can update and monitor field technician activity in real time, keeping a close eye on your servicing. With Web technology, your technicians can create and modify jobs from the field – online or offline, empowering your employees with tools to easily search for and report on history and activity of customers as well as their equipment, thereby maximising productivity.

Customer satisfaction - Creating Service Level Agreements, Warranty and Meter Agreements to ensure customers are kept happy. Expediting business by offering your clients self-service options, so that they themselves can access important job information, review maintenance schedules and make requests.

Benefits

Greater Visibility

- Make informed decisions with comprehensive reporting
- Improved Accuracy
- Better Control

Maximise Productivity

- Superior collaboration
- Focused efforts and time
- Simplify decision-making

Reduce Costs

- Streamline procurement
- Manage cashflow

Improve Margins

- Enhanced cost control and planning

Business Analytics

Intelligent Reporting

Customer Relationship Management

Mobility

Sage 300 Service

Sage 300 ERP

Sage 300 Service delivers benefits across the core processes of your business

Sage 300 ERP

Sage 300 ERP provides the foundation of Sage 300 Service solution. Built inside the Sage 300 ERP architecture, Service Manager is a module that thoroughly and seamlessly integrates with the Sage 300 ERP accounting suite. Together, they provide true accountability from a central point. The powerful financial tools of Sage 300 ERP help you confidently manage your company's complex finances. The Operations and Distribution Management modules ensure your business follows best practices for efficiency and accuracy by automating and integrating processes to keep your warehouse, inventory, production, and service departments aligned and running smoothly.

Sage 300 Service

Sage 300 Service will help you centralise your system to manage the resources, products and services that your company provides. By integrating the powerful core accounting technology of Sage 300 ERP, every aspect of the service process will be linked into a single comprehensive system so you can:

- Create and manage templates, quotations, jobs, and projects
- Allocate labour, subcontractors, overheads and equipment to jobs
- Track inventory and equipment
- Create service or site-level agreements
- Access important job information anytime, anywhere using the Customer and Employee Portals.

Effectively manage your parts and stock availability, job profitability, Return Materials Authorisations, serialised or lot tracked equipment – including equipment transfers, warranties, rentals and returns. Control labour and resources with ease. Sage 300 Services synchronises with Outlook and includes Mapping utilities for scheduling, route planning and tracking of field personnel, tasks and equipment.

- Create Service Level Agreements, Warranty and Meter Agreements.
 - Expedite business by allowing your clients the option of self-service.
 - They can access Service Manager from the Customer Portal.
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Customer Relationship Management

Sage CRM provides a full view of your customers and manages your contacts and representatives, assigning them actions or tasks such as appointments, service enquiries, callout requests and phone calls. The CRM module maintains a list of all the actions logged. All the equipment in your customer installed base is monitored by operational status and service activity. Automated services are planned as part of recurring contracts to better anticipate lead-times.

Mobility

Communicate with your employees or customers from anywhere day or night using wireless PDA, mobile/cell phone or online. The Sage 300 Service field application allows technicians to function online or offline remotely from the field and update Sage 300 Service real-time or when the technician returns to base. Sage 300 Service Meters enables meter reading personnel to select and download meters, take readings and store them locally, then upload the readings and refresh the local database. The Meters application will automatically switch to online or offline mode as required.

Intelligent Reporting

Sage 300 ERP Intelligence Reporting offers better visibility to help you make faster, more informed and confident decisions. It empowers you to quickly and easily obtain the information you need for operations and strategic planning from your Sage 300 ERP solution. Sage 300 ERP Intelligence allows you to effortlessly create reports and analyse data using the familiar Excel application. It can help you optimise business processes across all facets of your business and provide decision-makers with insight into financial and operational performance. Sophisticated, customisable dashboards transform your data into strategic decision-making intelligence that helps you effectively manage your business. Quickly identify and respond to trends and abnormalities utilising multidimensional analysis to perform what-if scenarios that go beyond transactional data. Extensive multicurrency and multi-company capabilities give you the competitive edge to succeed in today's fast-paced global marketplace.

Sage 300 Service delivers benefits across the core processes of your business

Business Analytics

Sage Enterprise Intelligence is an innovative self-service data analysis and reporting solution engineered for ease of use and performance. Its intuitive User Interface and advanced features facilitate real-time access to enterprise-wide information, quickly and securely. More than Business Intelligence, Sage Enterprise Intelligence provides data entry and business logic capabilities, supporting applications such as budgeting and forecasting. It is a comprehensive, single Business Intelligence offering that helps companies of any size be more productive and, as a result, improve their bottom-line.

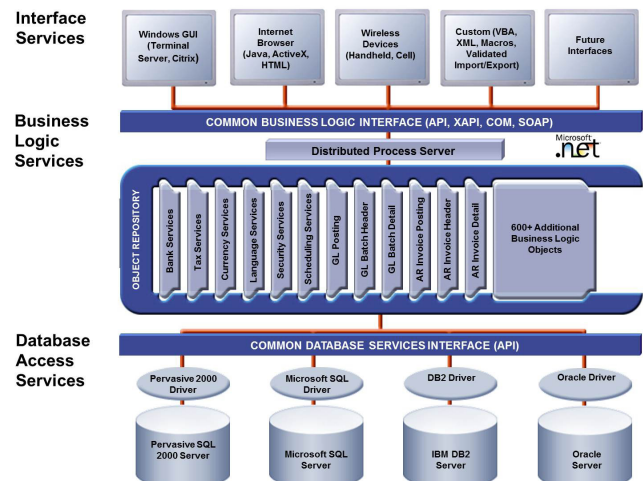
Sage 300 ERP Superior by Design

Investing in a solution with superior functionality will deliver a quick payback from more efficient operations. Selecting a product with a superior architecture will ensure that your investment will continue to pay dividends for many years. A superior software architecture has specific requirements that enable products built within its framework to adapt to fast-changing technology and stand the test of time. Using industry-standard technology is important and the ability to adapt to this technology is one requirement of a great architecture. But the Sage 300 ERP architecture and its realisation is technology that has been created by, and is owned by Sage. This architectural technology is the key distinction with Sage.

Our fundamental architectural foundation is the separation of core business logic from interface and database services. With these three layers separated, the core business logic can be connected to new databases and evolving interface components and devices—without costly re-implementation efforts and with the ability to maintain a single business logic code base.

The benefits of our superior design and good implementation is that Sage 300 ERP will:

- Stand the test of time
- Embrace industry standard technology quickly and naturally
- Customise easily to fit the special needs of your business
- Deploy flexibly to new paradigms such as Cloud and mobility
- Scale to the changing size of your business





The Sage Group plc. is a leading global provider of business management software to small and medium sized companies, creating greater freedom for them to succeed. Sage understands how and why each business is unique. We provide products and services that suit varying needs, are a pleasure to use and are secure and efficient. Formed in 1981, Sage was floated on the London Stock Exchange in 1989 and entered the FTSE 100 in 1999. Sage has over 6 million customers and more than 13,500 employees in 24 countries covering the UK & Ireland, mainland Europe, North America, South Africa, Australia, Asia and Brazil.

For further information please visit www.sage.com

Sage 300 ERP

Sage 300 ERP is a global comprehensive, flexible business management solution designed to keep your total cost of ownership low by supporting multiple technologies, databases and operating systems.

Available in multiple editions, Sage 300 ERP gives you the opportunity to add users and adopt greater functionality as your business grows, offering built-in support for multiple languages and multicurrency transactions, so your business can comfortably operate in countries of choice.

Sage 300 ERP connects your entire operation with a single, integrated solution that provides you with greater visibility, making it easier to share information and communicate. Mid-market businesses across the globe use Sage 300 ERP solutions to unlock potential, reduce costs and improve performance.

To find out more visit www.sageerp.co.za

Sage ERP Africa

Sage Technology Park
Western Service Road
Gallo Manor
2191
South Africa

T +27 11 304 2000
F +27 11 304 2030
www.sageerp.co.za

