



Information Integration Group, Inc.

**SAGE MAS 90/200**



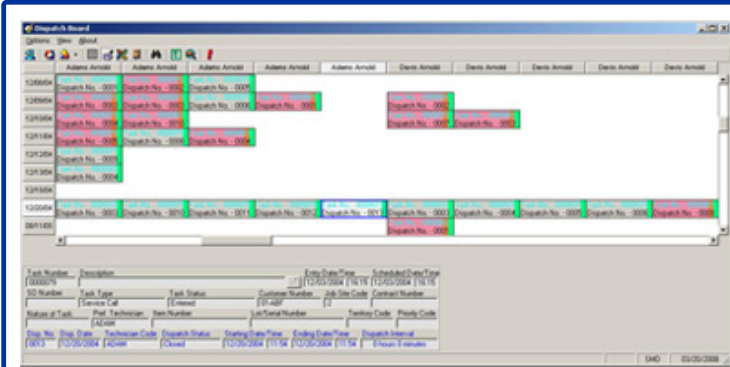
Development Partner

GOLD

# Introducing the Service Maestro

## The Complete Service Management Solution for Service Industry

The Service Maestro product, developed by IIG, integrates seamlessly with Sage Software's MAS90/200 ERP Products. This powerful enhancement can handle all your service needs from entry of service calls, management of field technician schedules, invoicing for material and labor to costing of contracts.



- Manage technician activity using a drag and drop Dispatch Board
- Tracks profitability of contracts by analyzing billings and costs incurred for both material and services provided during the term of the contract
- Auto generation of service calls based on preventive maintenance contracts or processed installation sales orders
- Integration with Business Insight Explorer to display information by task type, contract, technician

### Service Industry Specific features:

#### Technician Scheduling

- Allows for creation of multiple dispatch board views by defining the information displayed for each service call as well as the selection criteria for displayed service calls
- Allows for addition of new services calls using the dispatch board
- Allows for auto creation of tasks based on preventive maintenance contracts defined
- Allows for auto creation of installation service calls based on options selected during order entry and the routing options defined for the item
- Match technician skills to requirements defined for each nature of task
- Track technician availability and prompt for customer scheduling conflicts
- Communicate dispatch information to technicians via email or fax
- Display history of service calls for a specific item/serial number or for a specific location
- Auto generation of installation tasks based on Routings defined form the Sales Order
- Optional integration with MapPoint

#### Billing

- Streamlines billing by allowing for loading of labor and material for service calls into MAS90 Sales Order or an Invoice Transaction
- Allow for entry of labor and material on the field using PDA devices

#### Contract Management

- Auto generation of renewal invoices for annual contracts
- Deferred revenue tracking for annualized contracts
- Allows for generation of warranty contracts for each item
- Ability to set rates for material and labor based on defined contracts
- Auto generation of contracts from the Sales Order module using template contracts linked to inventory items

#### Inventory Control

- Track inventory at customer site and maintain technician truck inventory
- Allows for creation of purchase orders for material needed for service calls; visual display notifies dispatcher as product is received for the generated purchase order



**Supported Platform**  
Sage MAS 90/200 ERP



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