



Information Integration Group, Inc.

SAGE MAS 500

Service Maestro for Sage MAS 500 ERP

Information Integration Group, Inc. (IIG) is a leading provider of Industry Specific vertical software solutions for small to mid-sized companies since 1991.

The Service Maestro product developed by IIG integrates seamlessly with Sage Software MAS500 ERP Product. 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. Optional integration with MAS500 Project Accounting allows for rolling up the service call information into projects defined.

Service Industry Specific features:

Manage technician activity using a drag and drop Dispatch Board

- 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

Technician Scheduling

- Allows for addition of new services calls using the dispatch board
- Auto generation of installation tasks based on Routings defined from the Sales Order module
- Match technician skills against 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
- Optional integration with MapPoint

Billing

- Streamlines billing by allowing for loading of labor and material entered when closing service tickets into MAS500 Sales Order or an Invoice Transaction

Contract Management

- Tracks profitability of contracts by analyzing billings and costs incurred for both material and services provided during the term of the contract
- Ability to roll up cost of processed sales orders into the contracts defined for job profitability tracking

Inventory Control

- Ability to track truck inventory of each technician

Development Partner

GOLD



Supported Platform
Sage MAS 500 ERP

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Service Vertical Solutions