

Advanced Business Manager for Customer Services



Advanced Business Manager (ABM) Service Manager has been designed and developed for service companies. It is customisable, powerful, scalable and easy to use.

ABM deals with the paperwork involved in running a service industry. ABM Service Manager installations include air conditioning, computer services, refrigeration, catering equipment, security and waste disposal.

The Register of Electrical Contractors in Ireland (R.E.C.I.) use ABM to manage their communications and service with electrical contractors. Faircloth and Reynolds use ABM Service to track their supply and service of refrigeration equipment to companies within Australia. Group 4 uses ABM service to manage and track its CCTV installations and maintenance contracts.

Extensive histories are kept, allowing you to keep track of warranty, serial numbers and all relevant installation and service details that have occurred on-site.



Advanced Service Manager – Key Features for the Service Industry:

- > Service Costing with analysis by cost centres, work types and job stages
- > Automatic calculation of charges using margins, charge rates and/or retail prices
- > Staff member analysis
- > Integrated customer billing
- > Management of recurring revenue
- > Extensive stock control and serial tracking
- > Fast reconciliations into Excel
- > Built-in contact management using Microsoft Outlook
- > Extensive financial reporting
- > Option to e-mail statements, purchase orders, etc.

Case Study: **Register of Electrical Contractors of Ireland**
Register of Gas Installers of Ireland

Product: **Advanced Business Manager**

David McGloughlin, General Manager.

"Both the Register of Electrical Contractors and the Register of Gas Installers use Advanced Business Manager for their financial accounting and subscription management needs. With expanding membership and ever changing regulation requirements we need a system that is flexible and reliable and we found Advanced Business Manager well capable of this."

David McGloughlin, General Manager.

Features and Benefits

Engineers

Track time expenditure and revenue earned from your customers. Schedule engineering time for on-site visits. You can also enable engineers to have remote access to service history and other relevant information, preparing them for their next service call.

Call Dispatch

Enables a call dispatcher to relay service calls direct to the relevant trained engineer, the dispatcher is aware of the clients current situation and any outstanding amounts already owed.

Automatic Recurring Billing

Unlimited number of maintenance, service and rental contracts can be set up with various scheduled site visits, billing cycles, individual highly detailed invoices and payee accounts.

Invoicing for non-Recurring Billing

Bill for initial installation charges and any other work not covered under maintenance or warranty.

Notes

Multiple notepads with reminders that pop up automatically on the screen as required.

Full Service History

Includes start times, travel times, tasks done, personnel on-site, expenses, parts replaced, for chargeable, non-chargeable or under warranty customers.

Services Call Logging

Track all service calls from initiation to final completion and billing.

Document Scanning

Scan and retrieve service dockets, letters, purchase orders, signed delivery notes etc.

Direct Debit Facility

Helps to simplify client payments and speeds up cashflow. Enables you to offer better terms to your clients in order to help you increase your sales and profitability.

Maximise Chargeable Work

Dramatically speeds up administrative tasks and allows you to concentrate on profitable chargeable work.

Link any File to Relevant Clients

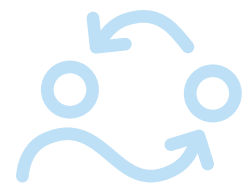
Ability to link specifications, pictures, drawings or any type of documents or files to a client's account.

ABM Integration

ABM Service Module eliminates the need for double entry for any work carried out. It enables instant access to each client's financial history with your company.

Reports

Uses industry standard Crystal Reports to generate reports utilising valuable information stored in the system.



Call Software Support Systems today to see how we can help your services business or logon to www.software-support.ie for more detailed information.