Inventory Control

Reduce costs and provide better service to customers. ServiceWorks allows you to track items - parts and equipment - in as much detail as you need. You can track inventory at a detailed level, including truck level inventory and serial number tracking, with detailed receipts, adjustments and transfers. Or you can simply use the innovative "item catalog" feature to define the parts and equipment you sell without tracking quantities. In either case, the item and inventory features will help you to be better organized, to save money by controlling shrinkage, and to provide better service by having the right parts on hand when they are needed.

Integration with StarBuilder™

ServiceWorks works hand-in-hand with StarBuilder for accounting integration. Work orders billed in ServiceWorks are posted directly to accounts receivable in StarBuilder. And sales activity from ServiceWorks flows through to StarBuilder's general ledger, even supporting departmental profit and loss statements. When you review a customer record in ServiceWorks, you can display up-to-the-second account information directly from StarBuilder in a single step. Of course, customer information is synchronized automatically between the two systems.

Comprehensive Reporting

ServiceWorks provides over 80 reports to help you analyze, manage and plan virtually every aspect of your service activities. And most reports allow you to select your own criteria for determining the data that will appear on the report.

Geac | **AEC Business** *Solutions*

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ServiceWorks

business

software for architects engineers contractors

ServiceWorks™ is the leading Windows®-based service management and work order billing system for **specialty contractors**. ServiceWorks has everything needed to streamline your service operations - including management of service customers, dispatching & scheduling, full billing capabilities and management reporting.

Geac | **AEC Business** *Solutions*

If service is an important part of your business, you know that it must be managed differently from your contracting business. ServiceWorks™ from H2 Technologies provides all the tools you need to efficiently and *profitably* manage your service business.

Customer Information at your fingertips

ServiceWorks allows you to see complete customer information easily and quickly – find customers by name, phone number or street address. Enter and track information about installed equipment, service agreements, work orders, free-form notes and more. Pull up information about a customer while you have them on the phone – review service history, warranty information or immediately enter a work order into the system. ServiceWorks helps you provide superior service to customers.

Get the most current customer history file. Features include last service date, complete service history by customer and all payment details
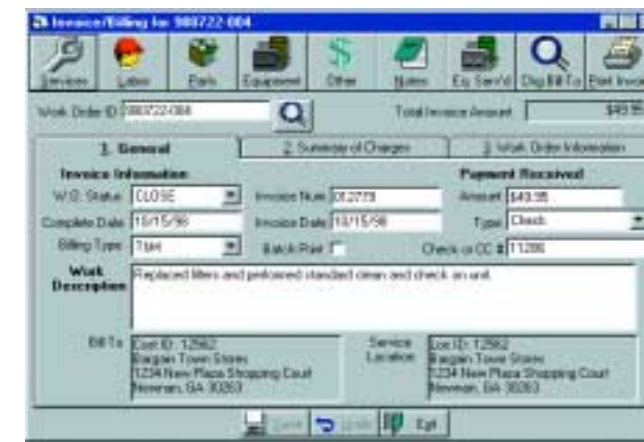
Powerful Dispatching and Scheduling

Keeping track of your job schedule and work in progress couldn't be easier with ServiceWorks. The Dispatch Control screen lets you see all of your work at a glance. You can sort the display several different ways, restrict the view to just one service technician's work, see all of your high priority jobs listed first, display work for a single service area – all with just a few mouse clicks. And just by clicking on the date in the calendar, you can get a preview of what you have scheduled for tomorrow or any day in the future.

For any work order on the dispatch board, you have quick access to complete details and customer information for changes, reassignments, or rescheduling. And you can easily print a single work order or multiple work orders.

Enter and track information about installed equipment, service agreements, work orders, free-form notes and more. Pull up information about a customer while you have them on the phone.

Leading Technology – and Windows ease of use – make ServiceWorks the best software for your business.

We've used the latest Windows development tools to make ServiceWorks reliable, efficient and upgradable as computer technology changes. And we've incorporated the ease of use features that you expect in a Windows product – including point and click buttons, drop-down boxes, user definable lists- all to make the system intuitive and easy to use.

Easily invoice your customers for billable maintenance and work order time. ServiceWorks allows you to keep track of warranty items. This ties directly into the accounts receivable module in StarBuilder

Billing - fast, efficient and flexible

ServiceWorks offers great flexibility in producing invoices. Billing methods include traditional time and material billing, "quoted job" billing – for jobs that have been quoted to a customer at a fixed price - and flat rate billing, which automatically incorporates pricing from the most popular commercial pricing services. In addition, you can define your own flat rates by setting up standard services, which you can then include on invoices.

ServiceWorks allows tremendous flexibility in pricing and discounting, supporting all industry standard pricing methods. And you can apply pricing models to a single customer or an entire class of customers - and your special pricing and discounting will be applied to invoices automatically.

Print invoices to standard preprinted forms, or print to plain computer paper, complete with your own logo!

With the click of a mouse, you can apply pricing models to a single customer or an entire class of customers - and your special pricing and discounting will be applied to invoices automatically.