sage Evolution
Service Manager

SCHEDULE AND MANAGE
*the servicing of assets
within your business*

If your business deals in the rental and servicing of assets, you may find it difficult to keep track of the customer letting, repair and maintenance process involved. Let us assist in streamlining these processes so that you can work more productively. Our Service Manager module gives you full control over the scheduling and management of any internal or customer service asset with the automation of service requests, tasks and timetables.

Service Assets:

- Maintain masterfiles on assets with all relevant details in a central location.
- Track customer and supplier warranty dates on assets.
- Link sub-components and/or sub-assets to master assets.
- Attach asset supporting documentation.
- Swap-out assets with wizard-driven utility.
- Maintain internal assets and customers.
- Track your assets.
- Link multiple meters, billing configurations and service schedules to assets.

Customer Billing/Rentals:

- Effectively manage and customise customer service contracts with escalations and Service Level Agreements (SLAs).
- Bill customers based on date, month or meter based configurations.
- Distinguish between Billing and Warranty Customers.
- Increase rates on period configurations with escalations.
- Import meter readings in batch format.
- Record Take-on meter readings.
- Combine multiple automatically generated invoices into a single consolidated invoice.

Services & Schedules:

- Reduce paperwork by automating and managing service requests and service tasks.
- Schedule services based on date, month or meter based configurations.
- View asset history with regards to tasks completed, stock issued and technician time sheets.
- Report and control all of the costs associated with servicing your assets.
- Report on asset profitability and compare with budgets by integrating with Sage Evolution Projects.
- Manage technician schedules with the module's calendar-style scheduler.
- Attach documentation to any transactional document.
- Process consolidated service invoices.
- Process multiple invoices in batches.