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The Service Manager (TSM) Turn your Service and Repair Centre into a Profit Centre

"...in a 40 hour working week the billing time has gone up by 25%!..."

Every day, thousands of field service companies waste their most valuable commodity - TIME... Billable Time!! Field Service Automation Software is about to change all that!

Highlights

- Powerful & easy to use
- Open multiple windows
- Job Cards & Staged jobs
- Time Sheets
- Parts Used
- Invoicing
- Visual Scheduling
- Service Level Agreements (SLA)
- Extensive reporting
- Maintenance Contracts
- Preventative Maintenance
- Inventory control
- Purchase Orders
- Links to Accounting systems
- Links to CRM systems
- PDA integration
- Web integration

Introducing TSM

TSM is the complete service automation software tool to effectively run your service operation and maximise revenue.

In order to achieve increased revenues, the service delivery process must be streamlined and company resources, such as, staff, spare parts and vehicles must be optimally utilised. A complete field service software solution is the key driver in managing this critical process improvement.

Easily tailored to work the way you do

TSM is designed around the business cycle of a field service operation to automate and streamline service management workflow. TSM flows with your work environment and centralises all activities through the job card making TSM easy to learn and use.

Free up your time to maximise billable work

Don't waste time on administrative tasks or looking up service histories. TSM lets you quickly locate jobs, identify unbillable time and automatically generate scheduled jobs.

Information when it's needed

Information in TSM is readily available to field staff via handheld devices, Email, Web or SMS.

Never miss invoicing jobs again

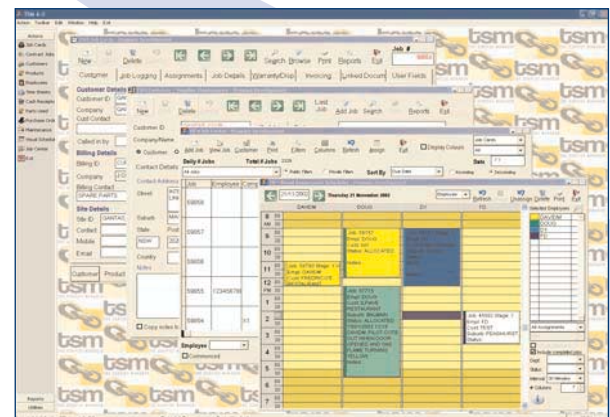
TSM easily identifies completed jobs that have not yet been invoiced. You'll never have to worry about forgetting to invoice a job again.

Manage response times (SLA)

TSM allows you to predetermine agreed response times as well as parts and labour charging for each SLA. The TSM Escalation Monitor tracks job due times ensuring no pending job goes unnoticed.

Better management of multi-staged Jobs

Easily manage staged jobs, variations, retention and progress invoices.



TSM multiple window view

Easily schedule technician's time

The Visual Job Scheduler provides a powerful drag & drop scheduling tool for graphically assigning employees to jobs in a convenient daily, weekly or employee calendar view.

Generate repeat business by

managing contract renewals TSM lets you set up complicated multi-site maintenance contracts in minutes. Never miss scheduled maintenance commitments.

TSM automatically creates job cards for the next scheduled service due.

Management - Make use of your valuable company information

TSM's powerful report generator provides valuable management information with over 150 reports such as, Profitability, Productivity, Debtors, Top Customers, Parts Used, Orders Summary, Employee Activity, Timesheets...etc.



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The Service Manager (TSM) Turn your Service and Repair Centre into a Profit Centre

Web-enabled customer self-service ■

With TSM Self Service, customers can now securely log new service calls and track open job status from any web browser providing your customers with 24 x 7 access.

Web Enabled Technician access

TSMLive allows your technicians on the road to add and update TSM job information from any web browser.

TSM Features (Summary)

Job Cards ■

- Single point of access to all job information including customer & site details, billing information, parts used, labour and job history.
- Audit trails to determine who-did-what when.
- Create Purchase Orders on-the-fly and display back-order items for the job.
- Colour-coded Escalation Monitor to indicate approaching job due times.
- Warranty information tracks all purchase details of the service product.
- Facility for over-the-counter sales.
- Quickly create detailed quotes and convert them into a job with one click.
- Send jobs to field staff by email, SMS or synchronising to Palm PDA.
- Link documents to a job eg., specifications, drawings, manuals.
- TSM includes full debtors accounting functionality.
- Priority codes can control Service Level Agreements (SLA).

Customers ■

- Enforce Order Number ensures order number must be entered on jobs created for the customer.
- Assignment of a favourite technician and job priority to a customer.
- One-button Last-Job - quickly displays the customer's last job card directly from Customer's Maintenance screen.
- Customer Labour Rate Matrix - defines a set of special rates for a customer.

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Timesheets ■

- Flexible time sheets - multiple days, multiple technicians and multiple rates.
- Separate work and bill time.
- Start/stop timer.
- Overtime, travel time, prepaid time.
- Worker time allowances.

Maintenance Contracts ■

- Asset Register of all equipment at client's sites.
- Stores warranty and maintenance agreements.
- Automatically create job cards for scheduled maintenance obligations.
- Move/copy equipment between sites.
- Manage prepaid support time contracts.

Products ■

- Single or Multi-location stock control (van-stock).
- Fixed costs, Average Cost, Last Cost.
- Bill-of-material and kits.
- Store issues/receipts/inter-warehouse transfers.

Purchase Orders ■

- Create Purchase Orders for jobs or stock.
- Record Supplier Invoices for posting to accounting software.
- Flexibility to enter supplier invoice details at a date after the ordered goods were received.

Contract Jobs ■

- Manage multi-stages jobs with variations, progress invoicing & retention.
- Estimates vs actual costs centres, parts & labour.
- Summary screen for quick snapshot contract overview.

Reports ■

- Over 150 reports including covering all aspects of TSM.
- Customise the layouts of all printed output.
- Export reports to Excel, Ascii and Adobe Acrobat.
- Email any report.

Other Features ■

- Open up multiple windows at one time.
- User-defined codes to categorise a job, a product...etc., for reporting purposes. Ability to set these up the way your business needs.
- Different security levels.
- Public notice information board.
- User-defined fields allow you to add any additional fields you need to store your special job information.
- ODBC compatible database.

TSM OPTIONS

TSM Self Service ■

- Customers log their own jobs and monitor their progress.
- 24 x 7 web based online job access.

TSMPalm - Portable TSM ■

- User-friendly Palm PDA Interface for field staff.
- Palm can carry customer database, price list, job instructions...and much more.
- QuickTime start/stop watch for capturing travelling time and work time.
- Printing of job cards via infrared port to a portable printer.
- Scripting facility to insert commonly used text.

Wireless TSM ■

- Similar to TSMPalm but fully wireless.
- Runs on Pocket PC devices.

CRM Integration ■

Links to GoldMine & ACT 2000.

Accounting Interfaces ■

Links to MYOB, QuickBooks & Sybiz.

Chinese Foreign Language version available ■



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