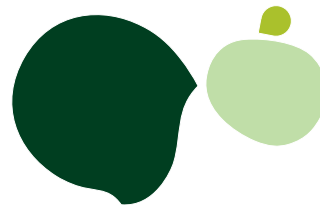# Sage ERP
Service Manager
by Technisoft

Technisoft Pty Ltd is a leader in innovative software solutions. We make the complex task of managing plant, infrastructure and field technicians easy.

Our software is used worldwide, in many industries, by businesses managing their infrastructure in-house, and by businesses providing outsourced management services.

Our flagship product, Sage ERP Service Manager™ by Technisoft, fully integrates into Sage 300 ERP so you control your infrastructure from your accounting software. If you're creating Crystal Reports, you'll appreciate Report Manager. It runs inside Sage 300 ERP and provides a central point for managing and customising Crystal Reports from any Sage 300 ERP program.

We've earned the distinction of being a Sage Endorsed Development Partner, which is a key differentiator for us. Sage ERP Service Manager wins awards – year after year, for enhancing Sage 300 ERP.

For you, this means comprehensive reporting and thorough infrastructure management in a stable environment. You won't need disparate applications that don't integrate, are expensive to upgrade and prevent timely updates.

It's not enough to produce innovative, scalable software. Business demands that it be accessible, via the internet – with true security authentication. If you provide outsourced management services, your clients can make requests, check the status of pending jobs, and review maintenance schedules – from anywhere, anytime. It's cost-effective for you, and convenient for your clients.

There's only one thing we take more seriously than our products. It's our service. Each year, new clients become long-term partners. We provide dedicated service; they provide viable feedback on their experience. Together, we grow, evolve and improve. Today, Technisoft applications are running in 36 countries.

There's a reward we share at Technisoft. It's a reward without fanfare, without publicity. It's the reward one earns by keeping your eye on the ball, chipping away year after year. For two and a half decades we've stayed focused on our strategy and perfect execution while our clients achieve more efficiency and profitability.

Welcome then to Technisoft, celebrating 25 years of software innovation.

> *"[Sage ERP Service Manager] enabled our service department to more efficiently create, track, maintain and execute daily jobs servicing our customer base. With the Faults, Symptoms, and Solutions portion, we have a built-in training mechanism for our new techs to use to learn about the different situations that they may run into on a daily basis. And finally, the support from Technisoft is unmatched by our other vendors."*
>
> Jimmy Ledbetter
> IT Director, Martco, Inc.

sage
Endorsed Solution

> "Thanks to [Sage ERP Service Manager], we can provide telecommunications hardware and support to over 1200 clients with more efficiency and profitability."
>
> Brett Gibson,
> Managing Director
> Gibson Teldata

With Sage ERP Service Manager control these areas more efficiently:

- Jobs/Projects
- Online Solutions
- Faults
- Return Authorizations
- Agreements
- Query/Alert Tools
- Equipment
- Resource Scheduling

About Sage ERP Service Manager

Sage ERP Service Manager is our flagship software. Built inside the Sage 300 ERP Architecture, Sage ERP Service Manager is a Sage 300 ERP module that thoroughly and seamlessly integrates with the Sage 300 ERP accounting suite.

Together, they provide true accountability from a central point. Sage ERP Service Manager is feature-rich and makes the complex task of managing people, plant and infrastructure easy.

Use Sage ERP Service Manager for job cost management, preventative maintenance, and general equipment servicing.

Whether these management services are undertaken in-house, or if you are an outsourced con-tractor, Sage ERP Service Manager is indispensible.

Our software is scalable to the size of your business. Turn features on as your business grows without changing anything else. Sage ERP Service Manager scales up to tier 1 enterprise.

We were an early adopter of wireless technology and designed Sage ERP Service Manager so you can update and monitor field technician activity in real time. And your techs can create and modify jobs from the field – online or offl ine.

Set automatic alerts

Also important, automatic "alerts" can be set to generate reminders, or emailed to help your staff keep track of key servicing or contract milestones. These can be seen through a series of dashboards or monitored in the scheduling program via mission control.

Run your business from a single point that integrates into your accounting system.

Effectively manage your parts and stock availability, job profi tability, Return Materials Authorisations, serialised or lot tracked equipment – including equipment transfers, warranties, rentals and returns.

Manage labour and resources with ease.

Sage ERP Service Manager synchronizes with Outlook and includes Mapping utilities for scheduling, route planning and tracking of field personnel, tasks and equipment.

Create Service Level Agreements, Warranty and Meter Agreements

Expedite business by allowing your clients the option of self-service. They can access Sage ERP Service Manager from the Customer Portal. As you can see, Sage ERP Service Manager is an empowering software application. It's rich with the right types of features. The ones that give you maximum control directly from your accounting software.

Sage ERP Service Manager is an authentic example of the whole being greater than the sum of the parts. Will it impact your bottom-line? 'You bet!'

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Endorsed Solution