

SM-Plus Web™

For the Business of Service

SM-Plus Web allows customers to connect through the internet

SM-Plus Web helps strategically-minded enterprises deploy a portal solution to refine and expand their capabilities, offerings, and geographic reach. By providing customers, remote employees and partners access to real-time data, SM-Plus Web helps the organization improve efficiencies leading to cost optimization, increased stakeholder satisfaction, and ultimately contributes to corporate wealth and stakeholder value.



Improves Efficiencies

Armed with instant access to Incidents and Service Request/Repair Orders (SROs), stakeholders can troubleshoot their own problems and process service-related transactions more efficiently and resolve questions quicker. Both the service organization and the stakeholders stand to gain from SM-Plus Web. For the stakeholder, the ability to transact in a way where timing, method, and manner are all under the user's control is very attractive—particularly if it saves the consumer time and effort. For the service provider, it means offloading all the administrative time and costs of supporting the stakeholder helping to reduce call time, improve first call problem resolution, decrease transaction costs, enhance customer care, and improve overall operating efficiencies.

Web access allows customers to track service requests at their convenience using the internet.

Acts as a Delivery Mechanism

Support portals, which once may have seemed like a unique solution to the problem of providing information, are increasingly becoming a necessity. Stakeholders are constantly demanding access to the information and tools they need to conduct their business. SM-Plus Web acts as a delivery mechanism to efficiently provide information to the appropriate stakeholder. It improves communication between geographically dispersed employees as well as partners, customers and suppliers.

Information is Power

SM-Plus Web helps remote employees, partners, and customers make faster, more informed business decisions by providing them with real-time access to information. Best-in-class service companies enable end users and give them the power to view their own support history creating an organized method for stakeholders to communicate with support personnel and back-office systems. Information is power, and when information is deployed with proper processes, benefits gained include improvements in contact effectiveness, customer satisfaction, and customer service efficiency.

Benefits

Expand Capabilities.

Deploy portal solutions to expand offerings and geographic reach.

Increase Throughput.

Manage expanding volume of transactions without increasing personnel.

Decrease Transaction Costs.

Leverage communication efficiencies to minimize use of resources, especially labor.

Improve Service Call Results.

Help field service personnel retain access to critical information in order to improve first-time fix rates.

Speed Response Time.

Maintain connection with field technicians, dealers and subcontractors in order to provide responsive service to customers.

Connect to Customers.

Use a portal to enable stakeholders self-directed access to open incidents and obtain answers to questions about service/repair requests.

Collect Data.

Enable field service personnel to conveniently record field service results and collect accurate data and metrics, eliminating dual entry.

Improve Decision-Making.

Secure access to data from any location enables responsive decision making.



SINGLE SOURCE
SYSTEMS INC.

Corporate Headquarters
9003 Technology Lane
Fishers, Indiana 46038
phone 317.596.3000
fax 317.596.3001
solutions@singlesrc.com
www.singlesrc.com



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Web-based Access

Eliminate paper-based work orders, streamline field service processes, and improve customer satisfaction by empowering your remote employees, partners, dealers, and customers. Increase transaction throughput and decrease transaction costs by allowing these stakeholders to troubleshoot their own problems and record labor, material and expenses electronically in the field for faster service billing and improved cashflow. Web-based access helps remote employees, partners, and customers make faster, more informed business decisions by providing secured, real-time access to information.



SM-Plus Web allows field technicians to access data, such as parts availability and warranty entitlement.



SINGLE SOURCE SYSTEMS .inc



Corporate Headquarters
9003 Technology Lane
Fishers, Indiana 46038
phone 317.596.3000
fax 317.596.3001
solutions@singlesrc.com

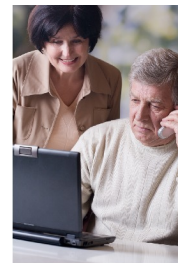
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Optional Portals

Customer Portal (Optional Module)

SM-Plus Customer Portal lessens the dependency on the sales and service staff to conduct transactions that customers can perform faster themselves over the Internet. Customers can...

- Inquire Complete Incident History
- Enter New Incidents
- View Existing Incidents
- Update Incidents with New Data
- Register Units under Warranty



Customers can access data, such as warranty status, from home.

Employee Portal (Optional Module)

Gain operational efficiencies by allowing employees and field technicians to electronically transact and record activity against service orders. Through the SM-Plus Web Employee Portal, users can ...

- Inquire Complete Incident History
- Receive New Service Orders
- Enter New Incidents
- View Existing Incidents
- Update Incidents with New Data
- Post Service Order Labor, Material and Expenses
- Register Units under Warranty



Remote employees can stay connected to vital data.

Dealer Portal (Optional Module)

Empower the Dealer channel by providing them with real-time access to information. With the SM-Plus Web Dealer Portal, end users can...

- Inquire Complete Incident History
- Receive New Service Orders
- Enter New Incidents
- View Existing Incidents
- Update Incidents with New Data
- Post Service Order Labor, Material and Expenses
- Register Units under Warranty



Dealers can retrieve data, such as schedules and inventory status.

About Single Source

Established in 1985 as an information technology consulting and software development company, Single Source develops and supports enterprise software designed to improve operational efficiencies for mid-sized manufacturing, sales and service organizations worldwide. Customers attest to unmatched levels of support, including phone support, product enhancements, service packs, web-based support, training, consulting and custom software development services. As a Microsoft Gold Certified Independent Software Vendor (ISV), Single Source serves more than 400 customers globally, helping them manage the challenges of delivering total, responsive service while also optimizing resources and boosting profits.