



SM-Plus enables service organizations to perform at maximum efficiency and expand into high margin services, such as extended warranties and service contracts.

SM-Plus™



Streamlining each function in the service cycle is not only necessary to meeting customer expectations, it's also key to increasing productivity, reducing waste and increasing profits.

Finding profit opportunities in the service organization

As a global economy and fiercely competitive market conditions threaten to commoditize products, leveraging every opportunity to reduce waste and enhance productivity becomes essential. With SM-Plus™ as their delivery mechanism, best-in-class organizations that service and support high-value technical or industrial products are discovering major untapped potential throughout the service life cycle. Not only are there opportunities for increased revenue from installations and multi-level service contracts, but strategic use of scheduling and dispatch features can yield up to 24% reduction in field service costs.. Such significant benefits of SM-Plus yield a return-on-investment that can't be overlooked by the profit-minded service organization.

Meeting fiercely competitive demands

Efficient, broad-based service is important to meeting increasing customer expectations. Today's on-demand culture essentially mandates a one-stop approach to selling, installing, servicing and repairing products, especially high value assets requiring specialized attention. SM-Plus provides the tools, resources and access to data that the service organization requires in order to meet customer expectations.

Tackling unique service challenges

Existing ERP and CRM systems don't adequately support the needs of the profit-minded service organization. Service management requirements are significantly unique from those of a general office. Broadening the scope of services offered, raising the bar on expectations and setting goals to raise profits all add to the complexity of managing the service organization. Developed especially to accommodate and integrate multi-departmental service functions, SM-Plus provides the management system required to achieve best-in-class practices.

High quality service



SM-Plus Service Management streamlines operations—providing information, automation and analysis tools so personnel can be more productive and focus on providing customers with services and attention they expect. It makes it possible—and profitable—to provide unparalleled customer service.



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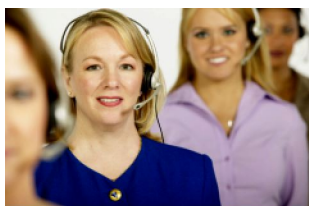
www.singlesrc.com

SM-Plus helps service organizations meet best-in-class standards

Opportunities

Contact Center & Customer Support

Every contact with the customer offers a chance to build relationships as well as sell/upsell services, warranties and service contracts.



Service Parts & Inventory

Accurate data on upcoming scheduled maintenance calls makes it possible to have the necessary inventory of service parts, avoiding overstocking or “no parts” calls.



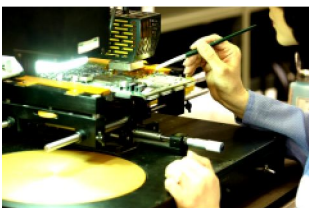
Scheduling, Dispatch & Field Service

Having the right technician at the right place and time with the right tools and parts requires integration of multiple steps, each relying on accurate, current data.



Depot Repair

Nothing is perfect. Products return for service, repair or replacement. Tracking issues and associated costs helps analyze and identify possible areas for improvement.



Asset Management

Unscheduled downtime due to equipment malfunctions is costly—and avoidable if a maintenance and service plan is enacted to protect assets.



Analysis & Performance Management

Accurate, system-wide data makes analysis possible—essential to targeting opportunities for profitable growth.



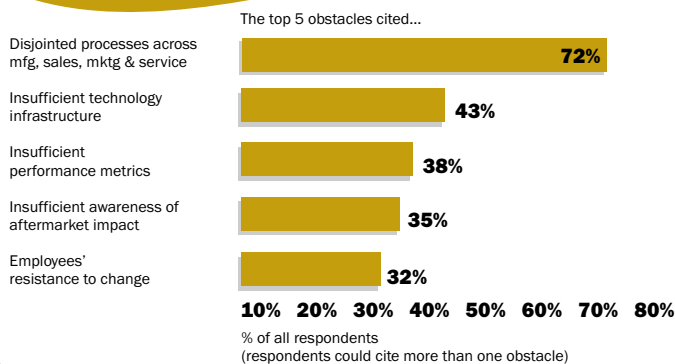
Increasing service offerings and optimizing efficiencies present immense opportunities for profitable growth. SM-Plus Service Management makes that possible. Because it manages the entire service cycle, SM-Plus allows the service centric organization to focus on the functions most important to its success and achieve best-in-class performance. According to recent independent research, (Aberdeen Group) best-in-class service organizations have five characteristics in common:

- They have the ability to execute all work activities in the field.
- An executive oversees profit and loss of the service organization using analysis tools.
- All stakeholders have on-demand access to real-time data on inventory, contracts, resolutions and other service related functions.
- Service management systems schedule, route and optimize mobile field service.
- The level of service is measured by operational and customer metrics.

Each of these characteristics is supported by SM-Plus Service Management software. From service scheduling to executive-level analytics, SM-Plus has the features a service organization requires to measure up to best-in-class standards.

Disjointed processes cited as top obstacle to “service as a business”

Source: Aberdeen Group



SM-Plus supports total, responsive service

The wide range of service functions is supported by SM-Plus. Because it was developed for the complex, interdependent, functions of service organizations, SM-Plus far outperforms outdated ERP and CRM systems companies often try to patch together, with frustrating results. Service organizations have specific, unique needs; they require an integrated software solution developed around those needs.

Retaining Existing Customers

It's easier to sell to an existing customer than a new one. Keeping a customer in the sales, service, satisfy cycle is essential for repeat sales.



SM-Plus provides efficiencies to turn the service operation into a profit center

Focusing on the customer

Designed for companies that service and support high-value technical or industrial products, SM-Plus helps service organizations eliminate data entry redundancies, empower personnel to make informed decisions, use resources efficiently and focus on personalized customer service. The smooth flow of information from one department to the next is key to added efficiencies and productivity, as well as excellent customer service which can create a true competitive edge.

Providing quick service, full service

In the contact center or service center, personnel are equipped with historical sales records, unit descriptions, warranty/service contract status, scheduling/dispatch availability, repair procedures and parts inventory. Because customer service representatives have access to the full array of pertinent information, issues—when appropriate—can be resolved over the phone on the first contact.

Staying connected in the field

A service order can be assigned to depot repair or field service without redundant order entry. Technicians can be matched to the service order based on specialty or level of certification. In the field, the technician can stay connected to the service management system through web or mobile modules, often eliminating unnecessary trips or calls back to the company. According to recent research, the cost of dispatching a technician can be as high as \$395.00 per service call and by utilizing a strategic approach to managing scheduling efficiencies, best-in-class organizations report an average of 24% reduction in service costs (Source: Aberdeen Group). SM-Plus provides such strategic scheduling, dispatch and field service support.

Making Informed Decisions

System-wide visibility makes it possible to predict inventory cycles and assist with purchasing decisions. Analytic tools help determine which departments, technicians and units meet performance objectives. Decisions can be made on documented facts, not just assumptions.

Meeting growing needs

Not only can SM-Plus meet a service organization's current needs, it is also configurable and expandable so that it can accommodate a growing company's broadening service needs. For example, service organizations may expand to add installation services, flexible service contracts or service for additional products or brands. SM-Plus expands to meet those needs, plus supports multiple locations, sub-contractors and currencies.

Achieving profitability

These are just a few examples of how SM-Plus helps service organizations optimize performance and achieve higher levels of profitability and why Single Source is the preferred partner of hundreds of service organizations worldwide.

SM-Plus

Integrated Functions

- Contact Center
- Knowledge Search
- Scheduling & Dispatch
- Service Contracts
- Work Order Management
- Installation Projects
- Job Costing
- Depot Repair
- Preventive Maintenance
- Asset Management
- Warranty Management
- Equipment Rental

Optional Extensions:

- SM-Plus Mobile™
- SM-Plus Web™
- Executive Dashboard™
- Cognos Business™ Intelligence Suite

Service contracts provide added revenue

Customers purchasing high-value assets expect one-stop service with minimal risk of costly repairs or downtime. Multi-level service contracts, therefore, are an easy add-on sale with high profits. The challenge is managing the sale and tracking the complex data. SM-Plus' warranty and service contract functions drastically simplify the process, providing opportunities for profits. Best-in-class companies report up to 33% profit margin per contract.

(Source: Aberdeen Group).



SM-Plus Service Management Executive Overview

“Because of our improved approach to the product service cycle, made possible by SM-Plus, we’ve reduced our warranty expense by about 40%—plus improved our engineering and installation process. We are thrilled with these results.”

Success Story: Viking Yacht Company

Viking Yacht Company, a manufacturer of luxury fishing yachts, costing \$800,000 to \$4,000,000, deployed SM-Plus in order to streamline its service management, capture service history and optimize field service scheduling and execution. As a result, Viking is now proficient at tracking and recording in-warranty repairs and systematically reviewing them in regular cross-functional meetings.



Proven Across Several Industries

SM-Plus functions effectively for manufacturers, distributors and independent service organizations working in many asset service-intensive industries, including:

- Aerospace systems & components
- Boats, yachts and marine
- Capital & industrial equipment
- Fire & security systems
- High-tech electronics
- HVAC & mechanical
- I.T. equipment & networking
- Laboratory & diagnostic devices
- Medical capital equipment
- Specialty vehicles (motorhomes, fire trucks, ambulances, etc.)
- Telecommunications equipment
- Utilities

Microsoft
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Partner



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Flexible and Reliable Microsoft-based Technology

SM-Plus uses the Microsoft technology platform, including SQL Server 2003 and Exchange Server 2003. It presents data in a Microsoft-like interface and manages data in a method similar to Microsoft Excel, a tool most users already know. For the company’s unique needs, SM-Plus enables personalization at the company, group or user level, without costly software modifications.

Administrators can easily add, remove and edit fields, labels and complete screens without the need for technical programming. Plus, time invested is not lost when the system is upgraded. As the business grows, the system will continue to support it. SM-Plus integrates and connects with internal systems, mobile devices, customers, suppliers and subcontractors via standard B2B web interfaces and XML document translation.

Experienced Implementation and Training Professionals

Single Source and its global network of implementation and training professionals possess deep knowledge and expertise in implementing business management software systems. More than “point-and-click” software experts, Single Source consultants and trainers average nearly 20 years of industry experience. Working together with the client’s project team, Single Source consultants, trainers, project managers and technical engineers know how to keep projects on time and on budget.

Responsive Global Customer Support

Even after clients “go-live” on SM-Plus, a team of support professionals is available to help. As part of the annual maintenance and support agreement, clients have full access to phone, email and web-based support, software upgrades and service packs. Additionally, when special circumstances like weekend upgrades or live cutovers require additional assistance, customers can contract Single Source support professionals to assist onsite or standby on-call 24x7.

About Single Source

Established in 1985 as an information technology consulting and software development company, Single Source builds, markets, sells, implements and supports enterprise software applications designed to improve operational efficiencies for mid-market manufacturing, sales and service organizations worldwide. 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.