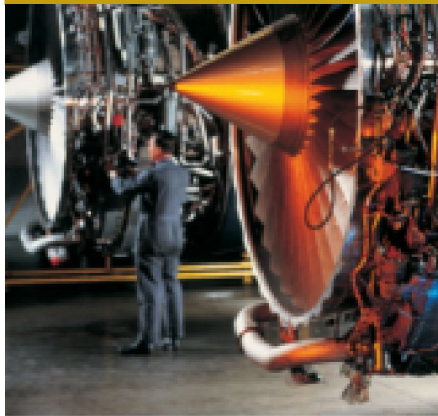


SM-Plus™

For the Business of Service



A responsive service operation is a competitive necessity. A streamlined service operation is a revenue opportunity.

Managing the entire service organization

Efficient management of the service operation is essential for growing companies that service technical or industrial products. Increasing productivity, conserving resources and improving responsiveness are very high priorities for them. Best-in-class service-centric organizations have found that a high-functioning management system plays an important role in taking the service operation—from the call center to field service and depot repair—to the ultra efficient level required to meet the organization's goals.

SM-Plus™ is exactly that robust, flexible service management system. It provides smooth information flow between multiple functions and throughout the entire service lifecycle. Its

deep logic manages the functions associated with field service, such as service request orders, incidents and scheduling/dispatch. Just as efficiently, SM-Plus also manages the complex functions of a depot center and relationships with subcontractors and vendors. Web and mobile access are other capabilities important to organizations with remote technicians and depot centers.

SM-Plus makes a company more efficient, more effective and easier to do business with. It helps improve service, performance and bottom-line profits. SM-Plus leads to a streamlined, successful service organization.



9003 Technology Lane
Fishers, Indiana 46038
phone 317.596.3000
fax 317.596.3001

www.singlesrc.com

Benefits

Increase Customer Satisfaction.

Increase reliability and responsiveness.

Develop Competitive Edge.

Stand apart from your competition because of superior customer service.

Increase Sales.

Take advantage of opportunities for add-on and repeat sales.

Lower Costs.

Streamline operations, lower inventory, automate routine tasks and eliminate waste.

Broaden Reach.

Synchronize regional and worldwide operations and manage multi-site, multi-national growth.

Speed Cash Flow.

Ensure timely, accurate billing that ties into specific products, contracts and services, speeding "service call-to-cash" process.

Boost Profits.

Analyze activities, contracts and customers for profitability.

Manage Resources.

Efficiently use equipment, materials and time.

Retain Employees.

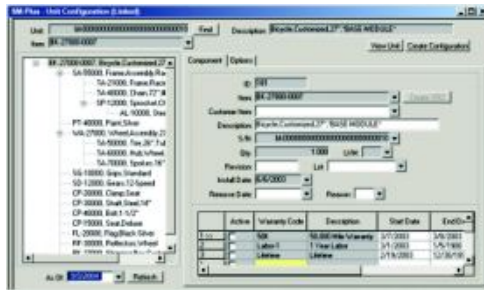
Create a positive work environment with smooth workflow.

Manage Intelligently.

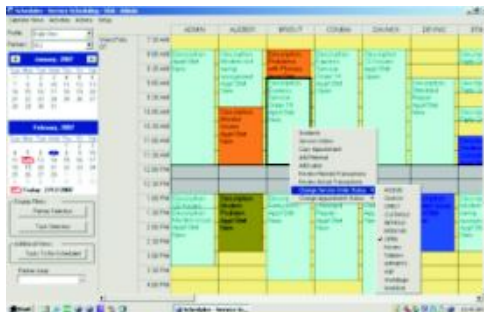
Connect products, parts and services to financial consequences; drive for maximum performance.

SM-Plus Service Management Product Data Sheet

SM-Plus Service Management makes it possible to provide the most demanding customers with service, while also maintaining cost-effective productivity. SM-Plus also provides the tools to monitor and analyze key performance indicators and make informed decisions for ongoing growth.



Unit Configuration



Resource Scheduling

Keep customers loyal while maintaining profitability

Managing resources and improving efficiencies

Exceptional customer service can distinguish an organization from its competition and lead to repeat sales. But, it also has a price. The cost conscious executive is continually balancing responsiveness with cost effectiveness. SM-Plus Service Management software makes it possible.

Service. First, SM-Plus facilitates responsive service for the most demanding customers. Because of the integrated flow of information between departments, issues are often prevented. Potential roadblocks, such as a shortage of parts in inventory, are eliminated. Efficient systems mean technicians with the appropriate skills can be dispatched quickly. Personnel can focus on building relationships with customers rather than wasting time on dual data entry or manually managing simple tasks.

Profits. Secondly, SM-Plus helps the service organization maintain the efficiencies required for savings and growth. Streamlining service management keeps technicians productive and minimizes wasted time and resources. Total visibility and performance management tools allow every step in the service process to be analyzed to as much detail as P&L per technician or service order, leading to opportunities to further improve efficiencies.

Contact Center



Track and manage all customer issues from initial call through final resolution.

- Incident event communication log
- Online resolution/knowledge search
- Customer/unit service history access
- Visibility of contract entitlements
- Technician availability lookup
- Automatic issue escalation
- Web & phone system integration options

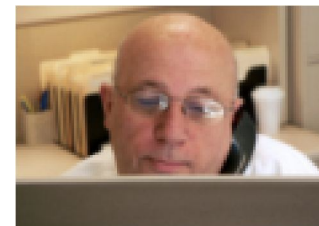
Service Contracts



Offer flexible service contract options for increased profits.

- Coverage of multiple sites & pieces of equipment
- Percent labor & parts coverage
- Preventive maintenance schedules
- Service level agreement (SLA) compliance
- Multiple pricing & billing options
- Deferred revenue & amortization control
- Equipment rental management

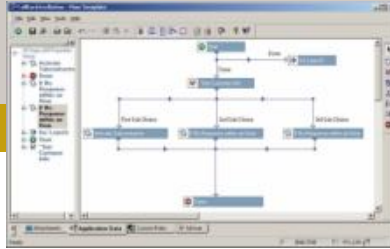
Resource Scheduling



Match people, parts and customer requirements to improve first-time fix rates.

- Recommended tech(s) based on skills, certifications and location
- Automatic preferred partner dispatch
- Flexible, configurable drag-and-drop scheduling board
- Appointment detail drilldown from scheduling board
- Truck stock inventory lookup via Service Order drilldown
- User-specific scheduling board profiles
- Optional integration with Microsoft MapPoint™

Workflow automation



Asset-Centric Service Management

Critical equipment demands reliable service. Highly configurable, SM-Plus is ideally suited to manage the service and maintenance of complex, high-value, mission-critical equipment and systems. Visibility of service history, warranties and component data ensures critical uptime and service level compliance for the most demanding customers.

Incident Escalation and Workflow Automation

Keep issues from “falling through the cracks” and service level agreements in compliance. Configurable priority status determines how incidents are escalated, from email notification to status change, event creation or owner change. The escalation can be triggered by due date, follow-up or other warning points. Automating unique business processes also saves valuable time. Workflow automation pushes information through Microsoft Exchange Server to both internal and external users, making sure employees, remote technicians,

customers, subcontractors or vendors are notified and their responses captured—ensuring best practices can be followed every time.

Flexible Work Orders

SM-Plus Work Order Management provides flexibility to support any type of service, from simple break-fix service calls to complex, multi-phased installation projects, refurbishment jobs, advanced exchanges and preventive maintenance visits. Configurable templates save time and enforce consistency in planning and recording labor, material and miscellaneous transactions. Tracking planned vs. actual transactions provides up-to-date analysis of each service call, including such details as P&L per technician. Multiple billing options, such as time & materials, fixed price and non-billable activities, are also supported.

Staying Connected

SM-Plus Mobile™



The optional mobile module for SM-Plus means field personnel can stay connected and productive. Using Microsoft Windows Mobile Pocket PC-based PDAs, they can maintain access to vital information—such as parts inventory, unit configuration, maintenance history and warranty status—and update incident reports as well as track labor/time and material expenses.

SM-Plus Web™

The optional web module for SM-Plus extends the system to service centers, field personnel, subcontractors, suppliers, dealers, distributors and customers for access to key information when and where it is needed. The web portal provides Internet-based secure access to information, such as warranty registration and claims, service orders, parts inventory and incident creation.

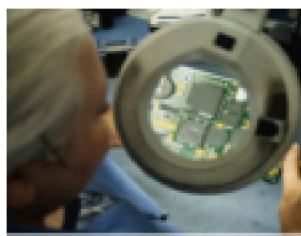
Field Service



Profitably manage field techs to perform break-fix, preventive maintenance or installation services.

- Labor, material & miscellaneous cost tracking
- Technician revenue & profitability management
- Configurable service order templates
- Service order estimating & quote conversion
- Field technician truck stock inventory tracking
- SM-Plus Mobile Notebook or Pocket PC Editions
- Mobile access to customer & unit history

Depot Repair



Track serialized units from return authorization through shipping & receiving, estimate and repair.

- Return service management support
- Multi-level repair order lines & operations
- Repair procedure templates with planned labor & material
- Barcode enabled data collection
- Complete packing & shipping paperwork
- Support for core tracking & advanced exchanges
- Online return transaction support

Performance Management



Analyze financial and operational data with built-in reports and analysis tools for real-time visibility and informed decision-making.

- Built-in Crystal Reports with Report Designer
- Sales analysis by customer, product, service order & more
- Profitability by service order, job, technician, hours worked/billed
- Optional Executive Dashboard real-time alerts
- Cognos Business Intelligence Suite data warehousing option
- Built-in & configurable Key Performance Indicators (KPIs)
- Microsoft Excel pivot table export capability



Komax, a global manufacturing and service network for wire processing systems and assembly equipment, depends on SM-Plus to streamline its service operation, track critical issues and maintain productivity of service technicians while in the field.

Customer Spotlight: Komax

Komax is one of the world's leading builders of wire processing systems and assembly automation equipment. Because of its rapidly growing customer base and demand on field technicians, Komax faced several challenges. The Swiss-based company needed a new service management software system to help maintain their reputation for world class service and support. After reviewing several options, Komax selected Single Source SM-Plus because of its strong incident tracking, work order management, warranty tracking and its unique "as-serviced" equipment configuration capabilities. Additionally, SM-Plus provided the most extensive integration with their ERP system for a total, integrated solution. With SM-Plus Mobile, field technicians significantly improved productivity and had access to customer information while onsite. Overall, because of SM-Plus, Komax has enjoyed new levels of efficiency and productivity throughout its service organization.

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

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SINGLE SOURCE
S Y S T E M S

Corporate Headquarters
9003 Technology Lane
Fishers, Indiana 46038

phone 317.596.3000
fax 317.596.3001
solutions@singlesrc.com

www.singlesrc.com

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.