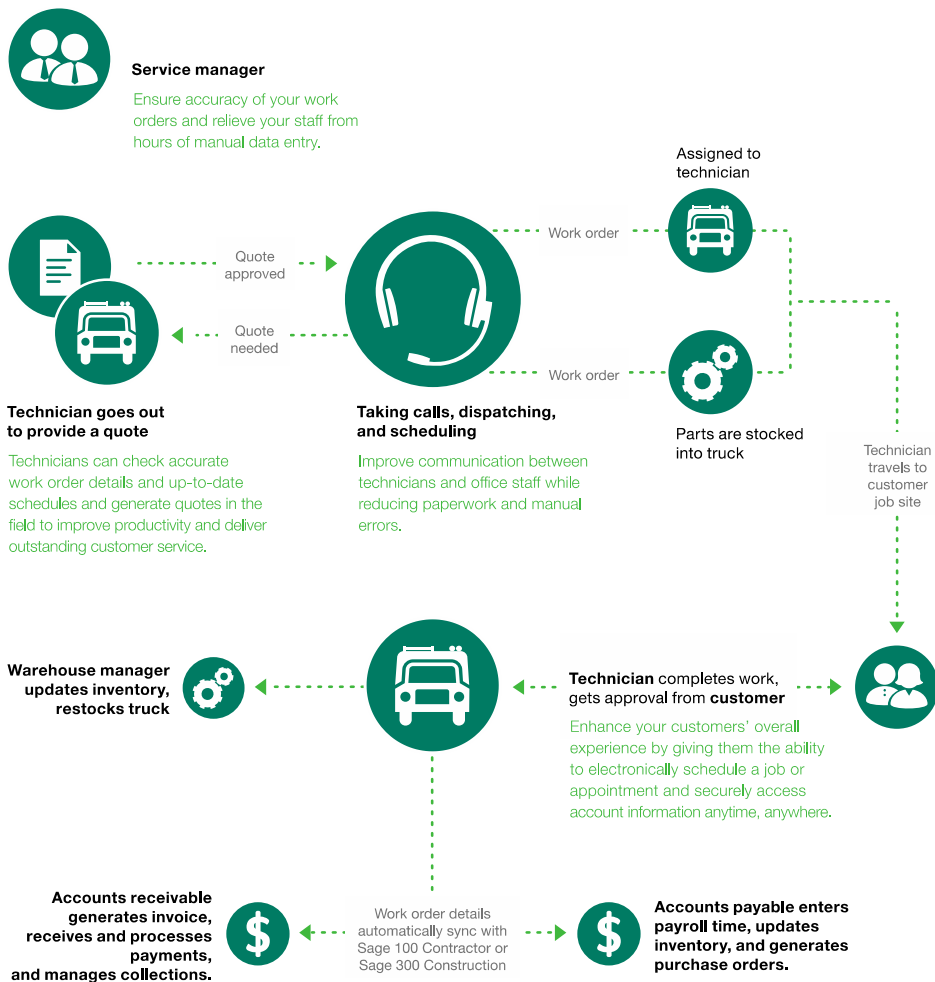


sage Service Operations

Whether you work in construction, service, or both, Sage Service Operations helps you effectively manage field operations and reduce the time to invoice. Technicians complete their work in less time and make fewer trips by receiving the real-time information they need, in the field, on any tablet or mobile device. Project teams can submit daily field reports and time worked electronically from the job site, streamlining projects from start to finish. Sage Service Operations also reduces administrative time by integrating with your Sage 100 Contractor solution or Sage 300 Construction and Real Estate solution.



Benefits

- **Simplify service operations** and reduce the time to invoice by tracking time, materials, billing amounts, and more from the field quickly and accurately.
- **Improve communication** between office staff and field personnel by capturing daily field reports and details like time, equipment used, subcontractors, and more in real time.
- **Better manage potential new business** with the ability to create, track, and follow up on quotes while on site with the customer.
- **Enhance customer service** by giving your clients the ability to take control of their account information and submit service requests anytime, anywhere.
- **Reduce paperwork** and administrative overhead by eliminating duplicate data entry or errors caused by misreading technician and field supervisor notes.

sage Service Operations

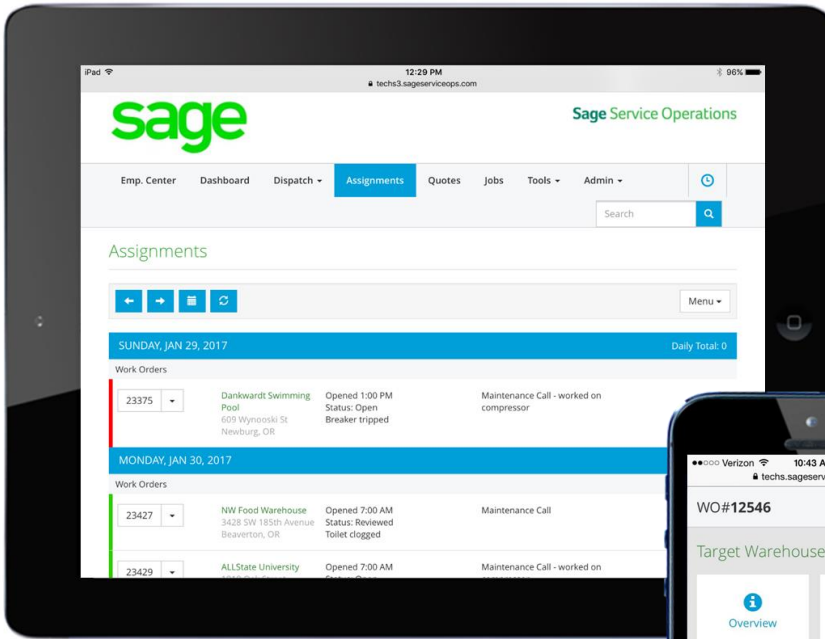
Know where you stand on work orders and schedule changes in the field

With Sage Service Operations, managers and technicians have access to real-time information anytime, anywhere. Increase the efficiency of your service operations with the ability to track critical items in the field including assignments, work orders, quotes, preventative maintenance, purchase orders, customer equipment, site history, refrigerant, notes, and time worked.

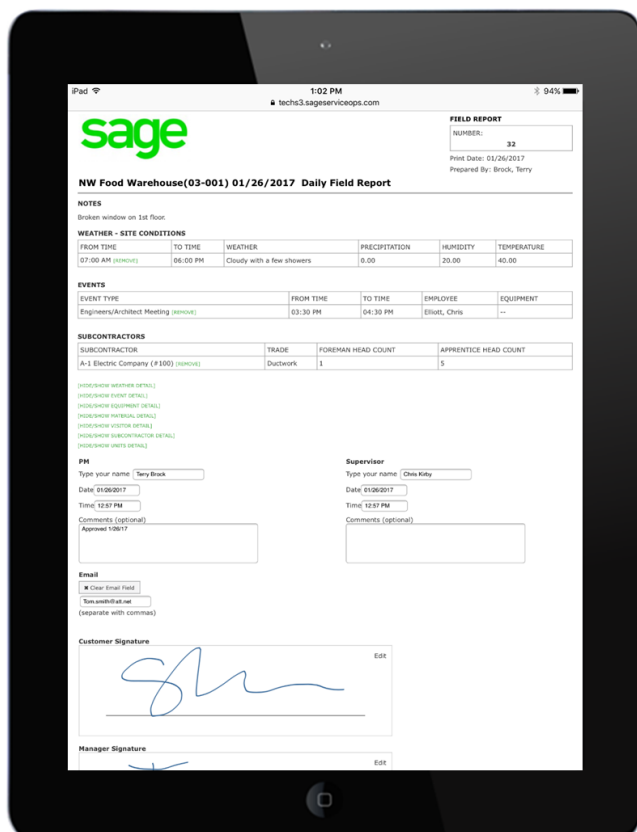
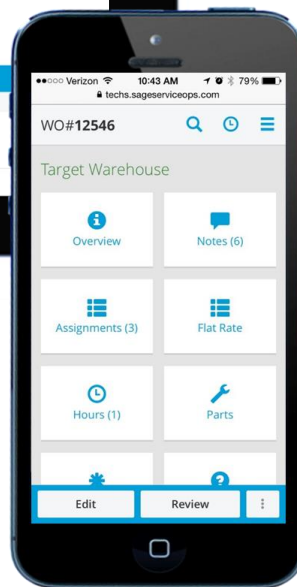


Technicians and project teams

The mobile responsive design of Sage Service Operations makes it easy to use on any mobile device, even smartphones with limited screen size.



Technicians can check their scheduled work orders, see client history, and enter work order details while on site.



Improve communication between the office and construction project teams

When on a job site, no project detail can be overlooked. Sage Service Operations enables field supervisors to electronically capture daily field reports that document site activity, meetings, subcontractors, and equipment. Additionally, they can capture photos, sketch, and attach custom forms.

Capture time worked in the field

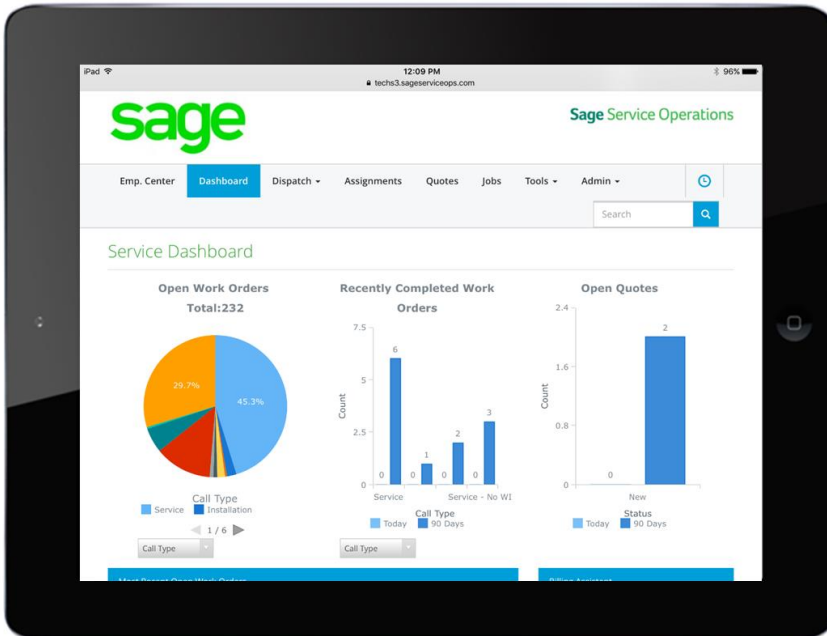
Job time, work order time, and miscellaneous time (like vacation or sick pay) are collected in the field through a simple time entry or punch in/out, then sent to the back office for efficient payroll processing.

Field supervisors can electronically submit daily field reports that include important job details, approval signatures, attachments, and more.

sage Service Operations

See what's going on in your service department

Owners, executives, and service managers can use the dynamic dashboard with drill down capabilities to see service activities at a glance. View recent work orders, billing amounts, upcoming and overdue preventative maintenance tasks, and more, so you can plan resources effectively.



Owners and managers

▶ Keep key stakeholders in the loop with the ability to see work orders, invoices, and upcoming tasks with the easy-to-use, customizable dashboard.

Provide a superior customer experience

Give your customers their own customized, self-service portal to request service, check work status, see history, and more.

The form contains the following information:

- Location:** CROW'SNESTRESTAURANT, Crow's Nest F
- Requested By:** Agnes Herba
- Problem:** Air Conditioner
- Purchase:** 568932-01
- Order:**
- Priority:** High
- Add Content:** Title: AC Unit
- Reason for request:** Air conditioner in the kitchen not working



Customers

▶ Customers can see up-to-date status on all work orders, invoices, equipment, and more without having to call your office staff.

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Reduce administrative work and increase accuracy

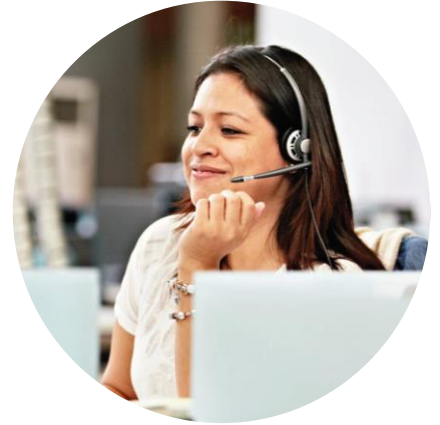
Relieve your dispatcher, service manager, and accounting staff from hours of manual data entry and ensure accuracy of your work orders, billing, and payroll.

- Populate service tickets with predefined work descriptions so documentation is professional and detailed for billing and customer review.
- Create a purchase order from the field to order parts and speed up job completion.
- Simplify payroll with immediate capture of work order, job, and miscellaneous time from the field.
- Enable technicians to take payments, collect signatures, and email receipts from the job site.

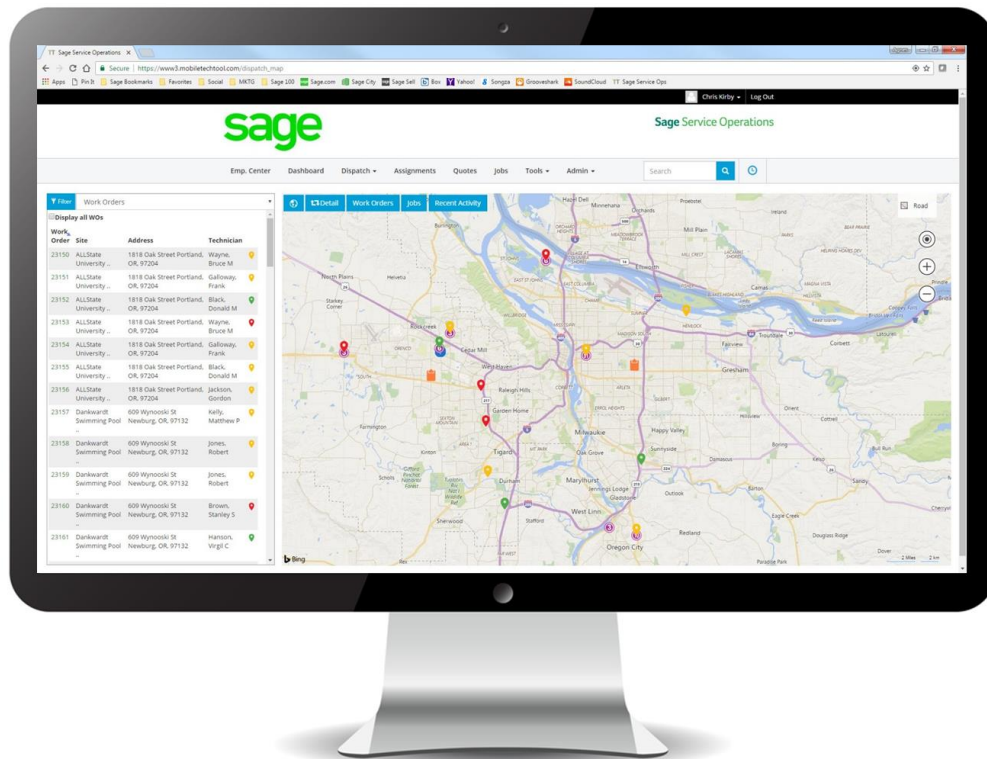
Schedule all resources simply and efficiently

The Sage Service Operations Dispatch Board offers many flexible views to suit your organization and make dispatching your resources a breeze.

- View assignments by a single day, one week, two weeks, month, or alternate day.
- Schedule and view all resources including service work, construction jobs, subcontractors, and equipment.
- Create custom dispatch groups and job team views for added flexibility.



Dispatchers and office staff



See all your work in the region. The Dispatch Map allows you to view all assignments including work orders and construction projects, and see where your employees are in relation to a site location.

To learn more about Sage Service Operations, visit: SageCRE.com or call at 800-858-7095.

About Sage

Sage energizes the success of businesses and their communities around the world through the use of smart technology and the imagination of our people. Sage is a FTSE 100 company with 14,000 employees in 24 countries. To learn more, visit: www.sage.com