

Manage your service operation effectively and profitably.

With RS/Service Management™, you can easily manage your staff's most important asset - time - to serve more customers and provide better support. RS/Service Management™ uses the intuitive and easy-to-use Microsoft Windows™ interface and fully integrated with Macola Progression Series™ Accounts Receivable.

- * Track service calls
- * Assign technicians to specific calls
- * Collect and monitor service charges on-line
- * Maintain multiple customer contracts
- * Monitor call response and performance
- * Maintain detailed service history
- * Automatically escalate call priority
- * Generate service invoices
- * Provide T&M services
- * Track technicians time and work

RS/Service Management™ has been developed with the industry-standard Microsoft Visual Basic™, a flexible, powerful and easily supported development environment for stand-alone and network systems. It has been linked directly to **fax** (to send service call information) and **telephony** (to allow customers to log calls and receive technical responses automatically).

Macola Progression Series

RS/Service Management™ is integrated with the Progression Series™ Accounts Receivable from Macola Software - an industry leader in accounting, distribution and manufacturing software. In four consecutive reviews, Macola was the only product to be selected by Price Waterhouse as *PC Magazine's* "Editors' Choice". The system's rich capabilities function seamlessly with RS/Service Management™ - sharing the customer file, service file and service invoicing functions.

Macola's Progression Series™ is comprised of 17 complete financial, distribution and manufacturing modules. With RS/Service Management™, it is a perfect choice for any company which sells, makes or distributes products which it must service and support.

Reference Systems, Inc.

RS/Service Management™ is developed by Reference Systems, Inc. We are a systems integration firm, specializing in off-the-shelf business management and automation solutions since 1979. RSI is a major Macola Software Preferred Reseller, and RS/Service Management™ was developed initially to manage the service needs of our 800+ customer base. It has worked for us, and we're proud to bring it to you.

For more information, contact your authorized Macola Software Integrator or:



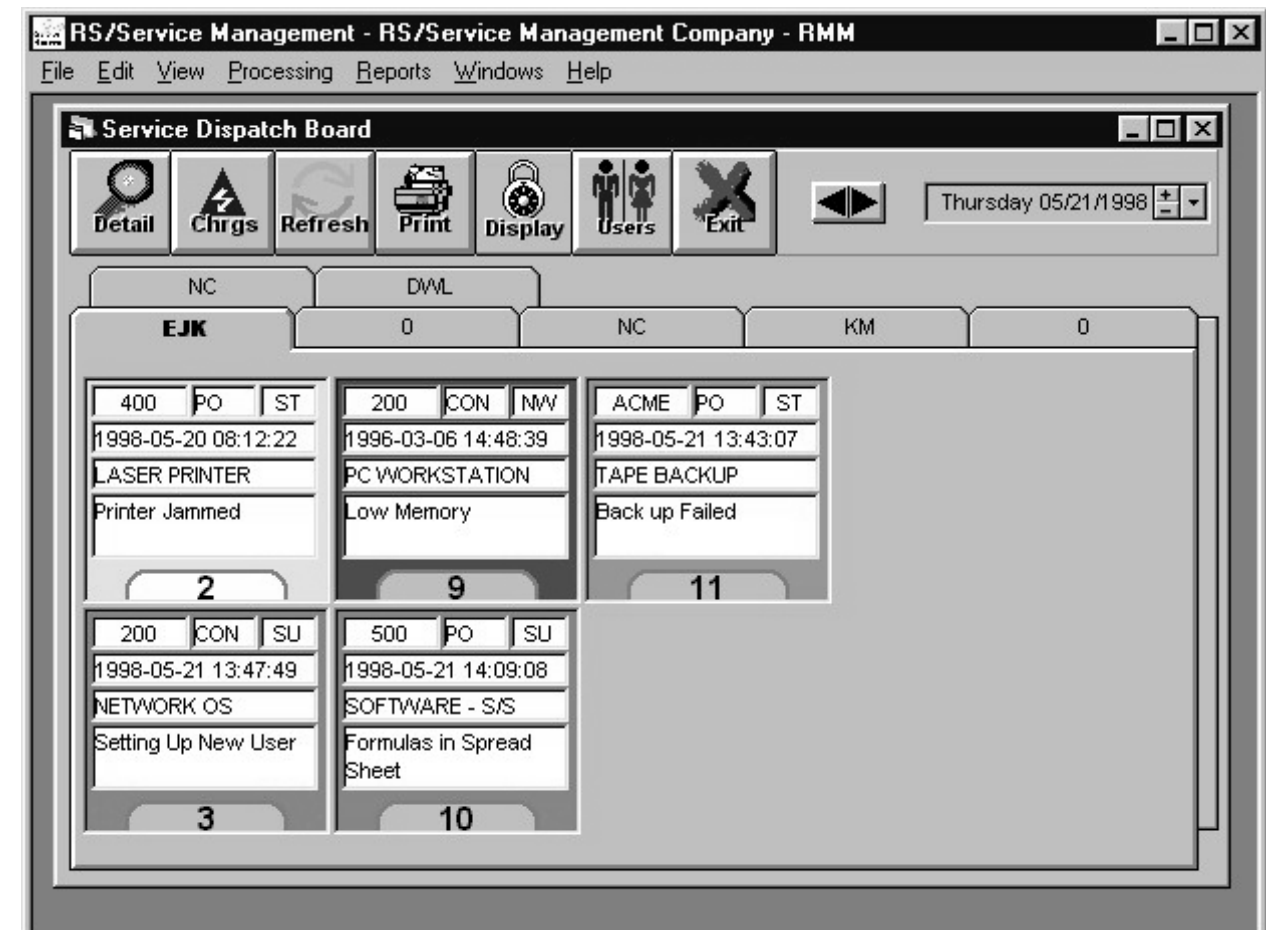
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RS/Service Management™

Integrated Service Management System for Microsoft Windows™



A graphical service management system providing real-time control of field service dispatching, call tracking, scheduling, billing, service contract maintenance and management reporting for any company that provides service and support.



Service Management Made Easy

Service companies face constant challenges in today's demanding and competitive business environment. RS/Service Management™ is designed for companies which depend on support to succeed by fully automating and integrating the service function into the daily business operation.

Enter Service Ticket

Quickly find customers, determine credit status, verify active support contracts or agreements, select the item to be serviced and log the call detail. Set call priority and assign a technician to the call.

Non-contract tickets require a purchase order for billing. If the technician is not known, the ticket is placed in the "unassigned" column.

View Service Ticket Detail

The dispatch board shows users across top and assigned calls in each column. Drag and drop calls between columns. Visually identify call priority (red = hot) customer number, service status (contract or p.o.), ticket status (new, started, complete, closed, etc.), date and time opened, ticket number and service item. Click on ticket box to see ticket information detail.

View ticket information, including all contact dates, times and notes. Click on a note to view the detail from each contact with the customer.

Process Service Billings

View all system generated and manually entered service charges associated with the service ticket. System generated charges are based on the duration of calls and the assigned technician's billing rate. Manually entered service charges can be made for adjustments and other products and services required to complete and close the service ticket. Automatically generate a service invoice through Macola Software Progression Series™ Accounts Receivable module.

Maintain Service Contracts

Maintain service agreement information for multiple contracts including contract number, type, billing interval, amount, start date, end date and last billing date. For each contract, display the service item number, service description, quantity, and service cost.

Service Reports

Produce important customer service history, contract and billing reports.

Update Service Ticket

Add additional notes and change the status of the call. The system will time the call and apply appropriate service charges. Call priority will automatically revert to lowest priority and escalate on a user-defined schedule.