



Secure ERP, Inc.

Not Just ERP Software,
Real Business Problems Solved!™

TRAVERSE®

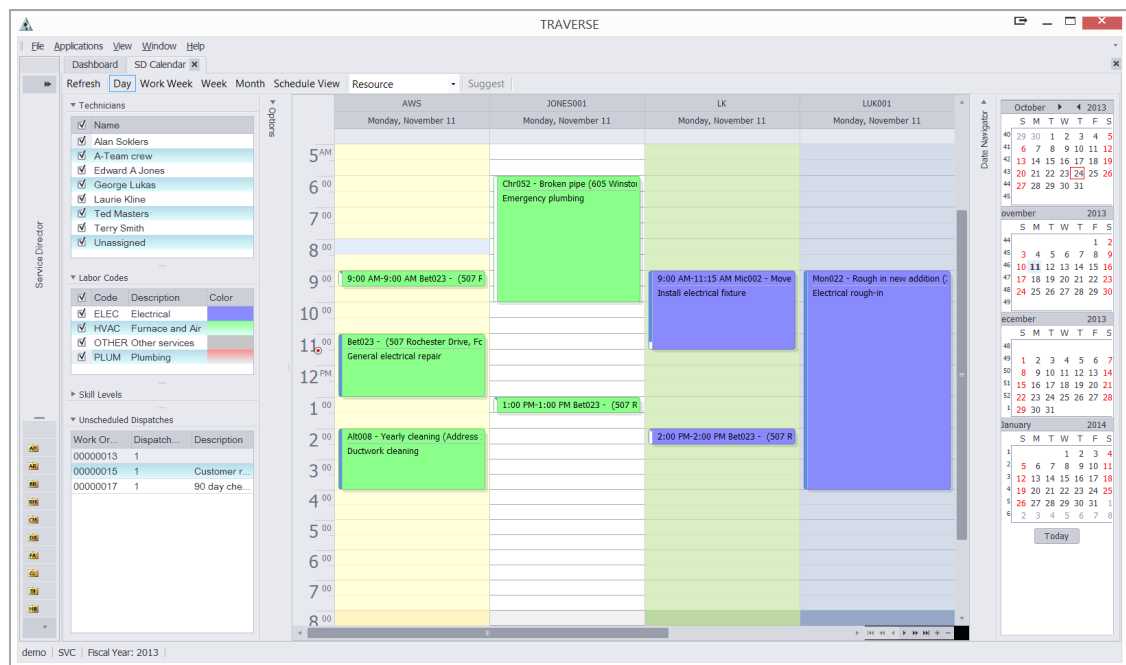
Service Director

Streamlined, intuitive work order and service management

TRAVERSE Service Director is a comprehensive work order and service management system equally well suited for your on-site, depot, or internal company needs. Service Director is designed for a wide range of businesses including installation, repair, maintenance service, manufacturing, and construction companies. In short, TRAVERSE Service Director empowers you to manage your service calls like never before.

TRAVERSE Service Director's powerful dispatching capability offers your company unparalleled system flexibility. Quick work order entry and scheduling gives your customers fast, efficient call handling. With Service Director's work order command center concept, you can quickly and easily accomplish daily tasks. Flexible customer invoicing for time and materials is available for a single dispatch or a series of dispatches.

The interactive views in Service Director display your company's information in an interactive format, allowing you to search for information and adjust inquiries quickly and easily. You'll be able to serve your customers more quickly and keep your key service technicians doing what they do best.



The Service Director Calendar gives you a quick snapshot of your workload. The calendar supports click-through to work order detail and drag-n-drop to reschedule.

Additional Service Director Features:

- Save time while performing call entry, scheduling, dispatching, parts/labor entry, and billing
- Enter or update work orders as a call comes in
- Maintain parts lists and knowledge base articles
- Import product information from vendor catalogs
- Speed entry of similar content into work orders using templates
- Create user-defined equipment types, and define multiple warranty periods and service intervals
- Identify requests covered under warranty and automatically adjust billings accordingly
- Bill third parties such as manufacturers or insurance companies
- Track the movement of equipment from one customer site to another, or back to your stock, all while maintaining equipment history
- Bill dispatches individually, or combine multiple dispatches for a work order onto a single billing
- View scheduled work orders in a calendar format, with drilldown to details
- Access street maps of customer sites with a single button using web-based mapping integration
- Automatically total parts and labor costs against a work order with cost tracking
- Track customer contracts with the ability to assign work orders to a contract
- Use Design Studio to customize your work order and service invoice forms
- Take advantage of full integration to Accounts Receivable, General Ledger, and Inventory

Service Director Views and Reports:

- Calendar View
- Scheduled Technician View
- Equipment History View
- Order View Profitability Report
- Productivity Report



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