Service Contracts

Microsoft Dynamics™ SL

Manage your service agreements more effectively and maximize revenue for every contract with Microsoft Dynamics SL Service Contracts. If your business has service agreements, you know that managing them can be difficult. But with proper management, service agreements can be a major source of revenue for service companies. With Service Contracts, before a technician is dispatched to a site, the customer service representative will be alerted to any active contracts that exist.

Benefits

- **Manage contracts better**
  Easily track what equipment is covered by your customers' service contracts. From the initial quotation to renewals and billing, Service Contracts manages important information about your customers and their equipment and provides quick access to their service history.

- **Increase customer satisfaction**
  Offer your customers personalized service and maximum flexibility. If a customer asks to add or subtract equipment in the middle of a contract term, Service Contracts can prorate the new charge, allowing you to provide the customer with updated information instantly.

- **Manage contract profitability**
  Manage customer service contracts proactively, over the life of the contract, rather than waiting till the end of the contract period to see if the engagement was profitable.

- **Serve customers better**
  Actively pursue businesses to renew their contracts and continue to keep them as loyal customers. Detailed service history information helps you meet the many contract-related challenges that service businesses face every day.

- **Customize revenue and billing schedules**
  Fulfill unique customer requests that can result in very detailed billing schedules. Service Contracts helps to separate billing and revenue schedules when needed, so you can set revenue and billing schedules on monthly, quarterly, semi-annually, annually, or on a customized basis. You can also customize amortization to manage and report the earned and unearned revenue amounts.

Create
different revenue and billing schedules, adding flexibility to all your service agreement arrangements.

View
comprehensive contract information from one location.

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FEATURES	BENEFITS
Multi-site Contracts	Manage multi-site contracts with ease: Service Contracts lets you include equipment from an unlimited number of locations in a single service contract.
Customized Billing	Create a unique billing address for a service contract, including the customer's purchase order authorization.
Multi-year or Auto-renewal Contracts	Preset automatic escalation from year to year and set up auto-renewal for continuous coverage. With Service Contracts you can handle many years of coverage without the need for a formal contract renewal process.
Competitive Advantage	Empower your sales force and technicians to offer more choices to your customers by delivering service contracts tailored to their business needs.
Preventive Maintenance Tasking	Service Contracts can automatically create tickets for the periodic preventive maintenance events required for selected equipment.
Checklist Generation	Create and print a standard task list for use as a field checklist. Service Contracts generates required materials lists for preventive maintenance tasks for ordering or pickup prior to on-site service.
Seasonal Tasking	Enter a Season Code for preventive maintenance tasks. Assign preventive maintenance schedules for specific periods of the year.
Personnel/Task Matching	Match field employees' skills to requirements in your equipment skill files prior to dispatch. Service Contracts will filter your employee database so you can match the right technician with the right job every time.
Comprehensive Detail	Keep track of detailed equipment history. Under each contract, Service Contracts will list all the equipment covered and its history.
Cancellation Details	Capture important details of contract terminations, including Cancelled Date and Cancelled By, to help improve service agreement renewals.
Contract Expiration Process	Reduce time renewing your service agreements by proactively viewing any service agreements that are up for renewal.
Profitability Tracking	View how your contracts are performing with the Service Contract Profitability report, which can help you make appropriate adjustments for renewals.

For more information about Microsoft Dynamics™ SL, visit: **www.synergybusiness.com** or call 800.481.8590

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