

DM2 Software/IIG Field Service Management



DESIGNED FOR:

**Sage
MAS 90
MAS 200**



Service Maestro features:

- ⊙ Drop & drag technician scheduling
- ⊙ Automatically generate contracts from Sales Orders and contract renewal invoices
- ⊙ Skills-based technician scheduling
- ⊙ Track inventory at customer sites and maintain technician truck inventories
- ⊙ Use the Purchase Order module to create Purchase Orders for the materials needed for service calls

DM2 Software - since 1989 DM2 has been developing and supporting back office/ERP systems specifically designed to provide petroleum marketers with the tools they need to automate their operations and maximize profit margins. In partnership with **IIG (Integrated Information Group,)** DM2 has taken field service management to the next level. By adding IIG's Service Maestro field service option to your DM2 *Petroleum Insights* back office/ERP system, you can easily schedule and track the maintenance of your cardlock sites, company owned c-stores, bulk plants, pumps/dispensers, tanks and the HVAC equipment you operate on loan or lease or have sold to the accounts you serve.

This powerful enhancement can handle all of your service needs from entry of service calls, management of field technicians schedules, invoicing for material and labor to the costing of contracts. Easily manage technicians' activities using the drop and drag Dispatch Board (see example below.) Track profitability of contracts by analyzing billings and costs incurred for both material and services provided during the term of your customer's maintenance contracts.

Manage performance by using Business Insights Explorer to display information by task type, contract and technician.

| Disp. No. | Disp. Date | Technician Code | Dispatch Status | Starting Date/Time | Ending Date/Time | Dispatch Interval |
|-----------|------------|-----------------|-----------------|--------------------|------------------|---------------------|
| 0001 | 09/17/2008 | 85 | Final & R | 01/06/2009 10:52 | 01/17/2009 10:55 | 216 hours 3 minutes |

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BENEFITS

Technician Scheduling

Easy drop and drag scheduling. Create multiple Dispatch Board views by defining the information displayed for each service call as well as the selection criteria for displayed service calls. Automatically create tasks based on preventative maintenance contracts, service calls based on options selected during Sales Order entry and the routing options defined for the item. Track technicians availability and prompt for customer scheduling conflicts.

Billing

Automatically generate service agreement contracts from the Sales Order module using template contracts linked to inventory items and renewal invoices for annual maintenance agreements. Generate separate warranty contracts for each item on a single order. Also track deferred revenue for annualized contracts.

Contract Management

Invoice and collect for work done by crews in the field. Track and load labor information into payroll systems.

Inventory Control

Track and maintain service vehicle and customer site inventory . Create Purchase Orders from the Purchase Order module for the materials needed for service calls. Visually notify dispatchers when materials are received for the generated Purchase Order.

ABOUT IIG

Founded in 1991, Information Integration Group, Inc. (IIG) provides business management solutions to small and mid-sized businesses. IIG offers a wide range of industry leading products, as well as custom-tailored solutions. A Sage and Microsoft Certified, Master Developer, IIG builds complete solutions for industry specific needs. With over 1000 Clients, IIG continues to build on the tremendous success, experience and history to serve clients and develop new solutions for businesses. IIG's staff includes experienced IT professionals, software developers, and business consultants. IIG places a premium on continued education and training for it's staff to ensure that IIG professionals maintain the leading edge of business practices, technology development, and certifications. IIG's core competencies and experience come through in-depth work with a wide range of sectors including distribution, service industries, and manufacturing.



For additional product information, or to arrange for an in-depth demonstration or place an order please contact DM2 Sales at 800.866.5151.

AVAILABILITY:

**MAS 90 or MAS 200
Version 4.30 or later**

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DM2 Software, Inc.
7700 NE Greenwood Dr., Suite 200
Vancouver, WA 98662
Phone: 800-866-5151
Fax: 360-574-9620
www.dm2.com