GoServicePro
Service Solutions - Delivered!

Contracts Management

Using

CRM Contracts™

GoService**Pro**
Service Solutions - Delivered!

Go**Service**Pro Delivers Service Solutions for:

▶ **Contact Center**

▶ **Contracts**

▶ **Scheduling & Dispatching**

▶ **Mobility**

▶ **Partner Management**

▶ **Logistics**

▶ **Billing**

▶ **Reporting & Analytics**

To learn more about Go**Service**Pro's Service Management solutions, visit us online at:

www.GoServicePro.com

Or email us at:

info@GoServicePro.com

Customer-specific contractual obligations can be so complex that it's difficult to proactively and accurately manage your customer service and maintenance contracts. Tracking and meeting service level agreements is yet another challenge. Today's service organizations are under constant pressure to demonstrate quantifiable business value while increasing revenues and decreasing operating costs. Providing your customers the service they expect – at the right cost, at the right level and at the right time – requires an alignment between the business and service organizations with processes that are driven by contractual service level agreements. With our Contracts Management solution, you'll be able to consistently meet your customers' contractual agreements, and at the same time, you can make sure that you're keeping up with your contracts, and your profit levels.

Go**Service**Pro provides Service Management Solutions (SMS) designed to support the entire closed-loop service delivery process - Contact Center, Contracts, Scheduling & Dispatching, Mobility, Partner Management, Logistics, Billing and Reporting.

Define flexible service level agreements …
Create and manage full service contracts …

Go**Service**Pro's CRM Contracts™ Management module provides a complete solution for creating, quoting, managing and tracking service contracts. It tracks all components of the contract including preventative maintenance, recurring billing and deferred revenue. With CRM Contracts™, companies can quickly develop flexible service offerings and proactively manage service contracts. Automated SLA tracking and commitments ensure compliance with customers' contractual agreements and that accurate bills are generated for services rendered. Advanced functionality enables generation of partner service payables and management of product warranties.
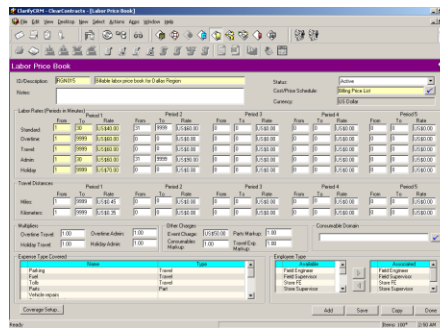

✓ **Proactive manage contractual commitments**

✓ **Automatic verification of entitlements**

✓ **Monitor SLA performance**

✓ **Manage Partner service contracts**

✓ **Effectively manage warranties**

✓ **Automatically schedule preventative maintenance tasks**

✓ **Simplify contract renewals, amendments and changes**

"31% of Service Revenue for best-in-class firms is derived from the sales of service contracts."
Aberdeen Group, Driving Service Revenue, December 2007

CRM Contracts™ Features

- Automates entitlement verifications, making sure that customers receive services levels they've actually purchased

- Applies flexible contract discounts, including adjustments to current contracts, lets you offer the type of contracts your customers are most likely to purchase

- Offers a real-time integrated view of automatically generated SLA targets, a history of SLA related events, and jeopardy status based on contractual entitlement for each service order

- Supports the definition of complex SLAs for a service contract, including "Duration" based, "Next X Business Day(s)" based, and the use of cut-off times, coverage hours and holiday schedules

- Define and track Partner contractual obligations

- Supports individual product contract coverage and entire site based contract services, including contracts that cover multiple products and/or sites

- Define SLAs for key business milestones, such as "Callback", "On-Site" and "Repair"

- Automatically create and schedule future appointments for preventative maintenance based on contract terms

Labor Price Book Form

- Define complex Labor Price Books for Time and Materials services to customers and for Partner obligations – in any currency

- Automated contract renewal notification

- Support for time-based or unit-based services

- Contract templates can be created and used for easy contract creation

- Billing intervals, durations and invoicing terms can be customized for each contract

Business Benefits

Increased Revenue
- ✓ Enable account teams to instantly access service level information and cross-sell or up-sell where applicable
- ✓ Automatic entitlement verification ensures customers receive service levels and support they've purchased
- ✓ Eliminate "free" services due to uncertainty about what the customer is entitled to

Increased Customer Satisfaction
- ✓ Accurate quoting of service contracts
- ✓ Business rules proactively notify personnel before contractually committed response times are in jeopardy
- ✓ Accurate and timely bill customers for services they receive
- ✓ Improved customer service level attainment rates

Increased Operating Efficiency
- ✓ Business rules proactively notify personnel before contractually committed response times are in jeopardy
- ✓ Automatically fulfill SLA commitments based on service milestones
- ✓ Improved contract management and data capture allows for analysis of contract revenue streams and overall business performance

Reduced Costs
- ✓ Automate key support offering processes
- ✓ Automatic contract renewal notification and processes
- ✓ Reduced concessions for not meeting contractual obligations
- ✓ Accurate accounting of Partner provided services

✓ Increase Revenue

✓ Increase Customer Satisfaction

✓ Improve Operating Efficiency

✓ Reduce Costs

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