WennSoft

Signature 2023
Service Management

built for Microsoft Dynamics GP

Real-Time Information to Analyze Service Profitability, Regulate Cash Flows and Increase Sales

Delivering the right service, the first time, whether it's maintenance or emergency work, is a must to remain competitive in today's market. Signature Service Management is built for organizations that want to manage service, maintenance and repair processes profitably, and to own an industry-proven solution that can grow with their business and technology needs.

Built for Microsoft Dynamics GP, our robust field service includes the tools you need to manage your service business, while delivering the accurate, real-time information necessary to analyze resource allocation and service profitability by branch, as well as division.

Service Management Features

- Service history increases visibility into customer service activity

- Proactively assign suggested tools/tool kit in appointment details

- Predefined tasks and task response requirements keeps technicians focused on intended work effort and data capture

- Flexible cost codes allow tracking per your preference

- User and role-specific dashboards customized to individual needs

- Data and reports tailored to user roles

- Real-time financial information at the service call, branch and division levels facilitates management of your company

- Service invoicing allows users to create single or grouped invoices and credit memos

- Notes fields provide additional tracking of customer, location, or equipment information

- Save time with service batch invoicing to quickly create invoices to view dates related to transactions

- Quickly add Signature Resolution Note Snippets to a site visit listing any access issues, safety issues and primary site contact

- Speed time to resolution for any mobile purchase order report errors with detailed error number and error message in report

- Streamline the selection of equipment on a contract coverage to quickly perform scheduled maintenance tasks

- Proactively inform the technician with service and job appointment notes to enhance the appointment description

- Quickly access PO numbers within the Service Call Lookup by customer to save time in finding PO's

- Access up to five equipment lookup user defined fields to save time in finding equipment details

Service Management allows you to:

- Increase customer satisfaction and reduce overhead through more efficient service call processes

- Manage the operational and financial aspects of a contractual relationship — full coverage agreements and warranty agreements

- Schedule the right resources and the right equipment to the right location, meeting SLAs and ensuring first-time fix

- Provide access to complete customer information — call status, call profitability, cost and billing — with flexible reporting options

- Proactively schedule and manage preventative maintenance

- Manage your general ledger, print required financial statements and drill down to supporting data

- Streamline time and expense entry with predefined approval processes

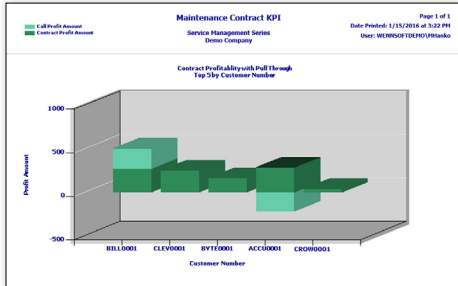# Expand Your Solution with Additional Functionality

Advanced Document Management
Capture, store, retrieve and attach files to the service call, location, customer record, maintenance contract, equipment records or other fields.

Refrigerant Tracking
Track refrigerant usage with leak rate analysis by equipment and satisfy the requirements for government reporting.

Job Costing
Bill repair service work to a job or cost warranty repairs to the job, so the job maintains accurate profitability.

TimeTrack
Provide a single point of entry where employees can post labor and expenses to service calls. Information entered once can be used by multiple modules, allowing supervisors and project managers to easily monitor and analyze ongoing labor costs.

Signature Time
Streamline payroll timecard entry with the only integrated web time entry app to Signature TimeTrack that dynamically pulls up jobs, cost codes and pay codes to ensure speed and accuracy in weekly timecard submissions.

Comprehensive reports provide increased visibility.

MobileTech 2023 with Inspections Capabilities

Technicians value having full field service functionality and digital forms in their hand, to perform service calls and inspections no matter how remote the location, with MobileTech's offline data storage and syncing.

Schedule 2023 with Signature Telematics Integration

Improve the ease of scheduling resources with the drag-and-drop technology of Schedule. Using the optional Signature Telematics integration provides you a real time view of vehicle locations on the Schedule board along with the online *fleet.wennsoft.com* portal metrics keeping your technicians safe and on time.

"The ability to drill down into a lot of different fields from the work order or the invoice is very beneficial. It's really easy to maneuver. If a customer calls in and they have received an invoice and they don't understand material charges or whatever, having that accessibility is really nice."

- Pacific Rim Mechanical

"Our days to billing was reduced from 45 days to an average of seven to nine days."

- Seiberlich Trane

Request a demo today.

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