

# AUSTRALIA'S LEADING SERVICE BUSINESS MANAGEMENT SYSTEM



## Service Call Manager

Log calls, recording job details directly from technicians and allocating calls in priority order.

- Integrates equipment master to log calls on machines in the field
- Log casual, walk in or workshop jobs
- View calls whether unallocated or allocated to a technician
- Allocate multiple technicians and multiple job card formats
- Priority warning system as calls elapse past acceptable response times
- Additional information including call types, priority and areas codes
- Error codes and fault description to assist resolution & technician selection
- Record meter reads
- Call completion include parts & labour through to invoice generation
- Integrates to billing system to determine charging/non-charging of jobs
- Recording of call times to report technician productivity & benchmarking
- On the job call off as well as allocation of parts and labour

## Automatic Billing

Simplified periodic billing for service contracts

- Complete billing administration of your Customer's equipment
- Averaging on a monthly basis or or ad hoc
- Process billing daily, weekly or monthly based on date selection
- Preview and confirm invoices before finalised and printed
- Previous reading visibility including the last service reading
- Manages multiple meter billing
- Highlight any billing exceptions for attention
- Setup for rental, maintenance agreements, meter charges, aggregate billing, kit charging and pre-paid support blocks

## Financials and Reporting

Fully integrated system linking service, billing and inventory into Accounts Receivable, Payable and General Ledger

- Customer Trial Balance
- General Ledger Financial & Budget
- System Management
- BAS Management

## Service and Reporting

- Revenue to Cost
- Equipment History
- Field Technician Productivity
- Response Times



Utilise the full integrated features of the ICE Business Management System to ensure full business control and a clear financial picture of your business at all times.

### ICE has been developed for Equipment Sales and Service to manage:

- Fast moving sales environment
- Demanding client support requirements
- Complex multi-site inventory management
- On site field support delivery

### ICE has been designed to allow:

- Customisation to your businesses' individual needs
- The ability to expand to your businesses' growth requirements

### TO LEARN MORE PLEASE CONTACT:

#### SALES

**T: (03) 8412 8600**

E: [sales@signaturesoftware.com.au](mailto:sales@signaturesoftware.com.au)

A: Level 2, 58-62 Rupert Street  
Collingwood Victoria 3066  
Australia

**Signature**  **Software**  
integrated business solutions