



## e-Contracts

Minimize Administration; Maximize Contract Value

### Contracts Dashboard

- Unified view of contract portfolio
- Real time contract KPI's
- Contract life-cycle visibility
- Ensure contract profitability

### Contract Administration

- Create Contracts from Sales Orders
- Multiple items on Contract
- Easily Update, Add, Delete Items
- Multiple Contract Types
- Start and End Dates
- Item History from Contract Start to Finish
- Case History on Contract

### Contract Renewals

- Proactively manage renewals
- Automated reminders
- Identify upsell opportunities
- Co-terminate contracts
- Prevent revenue leakage
- Eliminate data re-entry

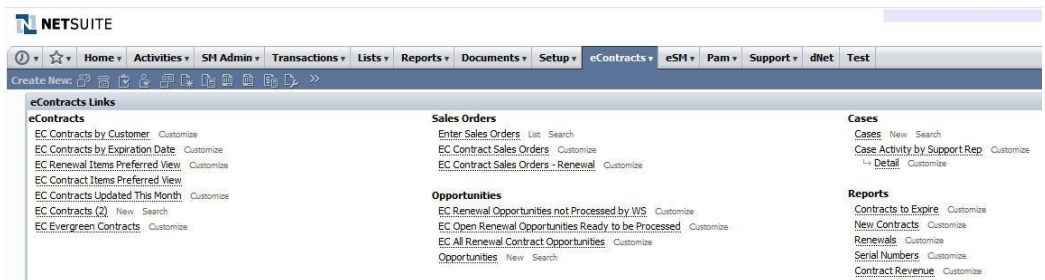
### Contract Accounting

- Flexible billing schedules
- Improve billing accuracy
- Enhanced revenue recognition
- Fully integrated to general ledger

e-Contracts is an end-to-end contract management solution that allows you to proactively manage warranties, service contracts, software licenses and renewals, usage and entitlements. e-Contracts reduces the burden of contract administration ensuring each contract is profitable and maximizing the value of your contracts portfolio.

e-Contracts dashboard driven management approach provides enhanced visibility and insight via Key Performance Indicators (KPI's) across the entire contract life-cycle.

Developed 100% in NetSuite's SuiteCloud development platform, e-Contracts leverages the power of the leading Cloud-based ERP/Financial management suite.



As the backbone of your service processes, e-Contracts will connect the various customer service and support activities into a single, integrated service life-cycle and support you in turning service into a profitable business.

*"The migration to NetSuite from our old system is the difference of night and day. Some of the benefits we enjoy is that the system being internet based, the ability to edit our contracts easily and within a reasonable time, ensuring accuracy. We have saved hundreds of man hours with this service management module. Working with Epiphany has been extremely easy and we would recommend this service to anyone."*

*Chad Collins, Sun Devil Plumbing, Tempe, AZ*

## Contract Management Dashboard

Real-time visibility across your contracts portfolio

### Business Benefits

Obtain a 360 degree view of Contracts portfolio via immediate insight into entitlements, service history, renewals, billing and performance.

e-Contracts Management Center allows you to:

- ✓ Actively monitor Contracts
- ✓ Ensure Contract profitability
- ✓ Track key dates such as renewals
- ✓ Proactively manage contract value

### Features

- Interactive Contracts Management Dashboard
- Track related metrics and Key Performance Indicators (KPI's)
- Easy-to-use personalization capabilities (click-not-code)
- Real-time analytics
- Drill-down to detail for further analysis
- Comprehensive reporting capabilities
- Role-based access and security

**"Epiphany and their bundle, e-Contracts, made NetSuite Our Cloud – they took what was a month long process to manage and bill our monthly contracts and condensed the workload down to about a week and half, a time savings of approximately 105 hours per month or approximately \$31,500.00 per year. By using automation to communicate and receive data from our customers, bill them, and generate all standard contracts; our process is now far more accurate and effective. We went from a fully manual process using NetSuite Jobs (Projects) to a fully integrated contract management solution."**

**Tom Heideman, Business Application Manager, MasterGraphics, Inc.**

The screenshot displays the eContracts Management Center interface with several report sections:

- Contracts End Dates:** A table listing contract details including ID, Sales Order, Customer, Start Date, End Date, and Term.
 

ID	Sales Order	Customer	Start Date	End Date	Term
1487	Sales Order #41	Wisconsin Sales	8/18/2008	8/17/2009	Year - 1
1485	Sales Order #42	Wisconsin Sales	5/18/2007	5/17/2009	Year - 2
1470	Sales Order #44	Wisconsin Sales	12/30/2008	12/29/2010	Year - 2
1447	Sales Order #39	SE Clogroup	10/15/2008	8/15/2009	Year - 1
1449	Sales Order #39	SE Clogroup	10/15/2008	9/15/2009	Year - 1
789	Sales Order #48	8 Mike Valentine	7/23/2008	7/23/2010	Year - 2
1442	Sales Order #37	8 Mike Valentine	8/1/2010	7/31/2012	Year - 2
- Contract Renewal Opp Not Completed:** A table showing contract renewal opportunities with columns for ID, Title, Customer, Sales Rep, Date, Expected Close, and Opportunity Status.
- Sales Order with Contract Yes and Created No:** A table listing sales orders with columns for ID, Date, Number, Name, Status, Memo, EC Create Contract, and Amount.

## Contract Administration

Reduces the burden of contract administration

### Business Benefits

e-Contracts simplifies administration across the contract life-cycle.

e-Contracts allows you to:

- ✓ Actively manage contract entitlements
- ✓ Reduce contract administration
- ✓ Ensure contract profitability
- ✓ Minimize warranty exposure

### Features

- Simple "one-click" creation of contract from orders
- Maintain detailed service, billing and warranty history
- Manage multiple contract types
- Easily Update, Add, Delete Items
- Maintain multiple items on Contract
- Easily manage Start and End Dates
- Complete Item history from Contract Start to Finish
- Case History on Contract
- Convert warranties to contracts
- Detailed tracking of customer installations and items covered by contract, serial numbers, warranty info, and service contract details

## Renewals Management

*Increase productivity and accuracy with renewal automation*

### Business Benefits

The contract dashboard provides immediate visibility into contracts about to expire. Proactively manage the renewals process to maximize contract value and prevent revenue leakages.

- ✓ Proactively manage renewals
- ✓ Eliminate re-entry of data
- ✓ Identify up-sell and cross-sell opportunities
- ✓ Prevent revenue leakage

### Features

- Automated renewal reminders
- Calculate renewals with co-terminous end dates
- Flexible renewal amount calculation
- Combine multiple contracts into one renewal contract
- Easily locate customers by name, address, phone number, zip code, customer ID or equipment serial number
- View original equipment or software purchase dates to up-sell

## Contract Accounting

*Eliminate spreadsheets and manual tasks to improve Contract accounting accuracy*

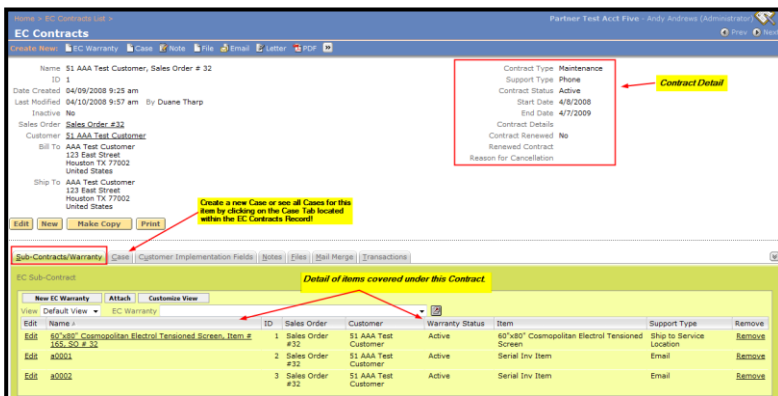
### Business Benefits

Simplify accounting processes with automated billing features. Ensure strong financial compliance by continuously maintaining a complete audit trail on all entries and changes.

- ✓ Improve billing accuracy
- ✓ Enhance audit-ability and trace-ability
- ✓ Improve Cash-flow
- ✓ Reduce paperwork and improve efficiency
- ✓ Eliminate risks of error prone manual processes

### Features

- Customizable billing schedules
- Bill in advance or arrears, and pro-rate partial months
- Fully integrated to general ledger
- Complete audit trail
- Simplified period-end close process
- Customer self-service options



Founded in 2002, Epiphany has provided NetSuite services and solutions to hundreds of companies using NetSuite locally and internationally.

Epiphany is a NetSuite Solution Provider and member of the SuiteCloud Developer Network and NetSuite Product Council.

Our portfolio of industry solutions allow companies to manage essential business processes while leveraging the power of NetSuite.

We make it **YOUR** Cloud!

