



e-Service

Schedule with Confidence, Service for Profit!

e-Service Dashboard

- Real-time Service KPI's
- Work Orders
- Contracts
- Resource Schedules
- Inventory Logistics
- Profitability

Service Contracts Management

- Unified view of contracts portfolio
- Optimize contract renewals
- Ensure contract profitability
- Manage warranty exposure
- Bill and recognize revenue accurately

Service Scheduling

- Technician Availability, Skills & Location
- Service Prioritization
- Material & Equipment Required
- Customer Specific Instructions

Job Costing

- Reduce job cost administration
- Ensure job, work order, project or installation profitability
- WIP Functionality

Work Order Management

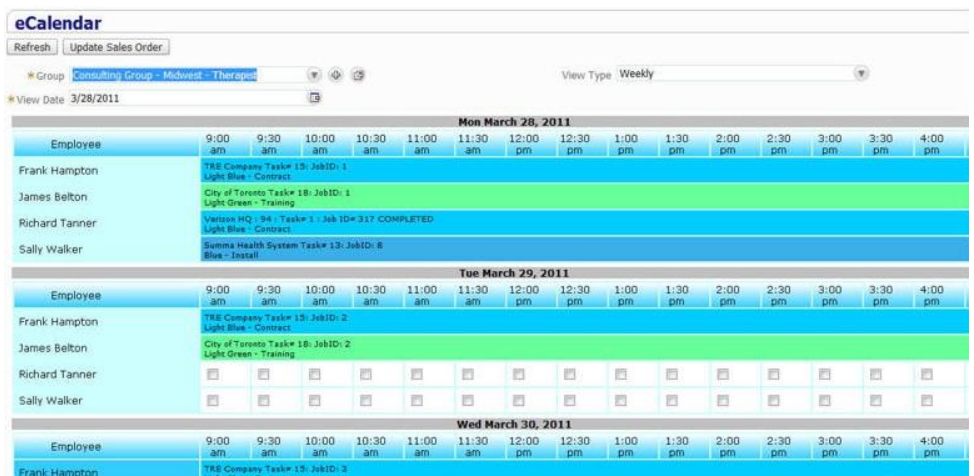
- Assign Technicians & Equipment
- Track Time, Expense, and Parts
- Monitor profitability
- Invoice and Bill efficiently

Depot Repair

- Ensure inventory and parts availability
- Manage multi-location parts inventory
- Manage depot repair activities
- Track parts requisitions and ordering
- Effectively process returns

e-Service is an integrated service management solution that enhances productivity across the service order lifecycle. e-Service energizes the work-order to cash process to deliver enhanced service levels and maximize profitability.

e-Service's dashboard driven management approach provides enhanced insight and visibility into service operations activities and Key Performance Indicators (KPI's). Developed 100% in NetSuite's SuiteCloud development platform, e-Service leverages the power of the leading Cloud-based ERP/Financial management suite.



e-Service is a powerful and robust yet simple and efficient business management solution for service based companies that encompasses contracts management, job/project costing, dispatch and scheduling, work order processing and inventory management.

e-Service allows services based organization to deliver with confidence and service for profit!

The e-Service Dashboard allows me to quickly see who is assigned to what service ticket or installation; what technicians are available; service tickets that are pending technician assignment, orders to be closed and more. We save an average of 10 hours a week managing technician schedules and installations with e-Service."

Dirk Propfe, Vice President, ET Group

Contracts Management

Accurately manage contracts portfolio to maximize service revenue

Business Benefits
 Your service contracts portfolio is one of your most significant assets. Effectively managing contract entitlements, usage, warranties, service contracts, software licenses, and renewals are essential to profitability.

e-Service Contracts Management allows you to:

- ✓ Actively manage your contract portfolio
- ✓ Reduce contract administration
- ✓ Ensure contract profitability
- ✓ Optimize contract renewals
- ✓ Minimize warranty exposure

Features

- Unified management dashboard view of service contracts
- Simple “one-click” creation of contract from orders
- Detailed tracking of customer installations and items covered by contract, serial numbers, warranty info, and service contract details
- Sophisticated contract renewals process; co-terminate multiple contracts, flexible renewal amount calculation
- Proactively convert warranties to contracts, Up sell new equipment and service
- Maintain detailed service, billing and warranty history
- Actively view contract performance and profitability
- Manage multiple contract types

“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.*



Service Scheduling

Schedule with confidence for service excellence

Business Benefits
 Effectively managing the complexities of availability, skill requirements, and customer demands is critical to service resource planning and assignment.

e-Service Scheduling empowers you to:

- ✓ Centralize scheduling and dispatching
- ✓ Effectively identify and assign available resources
- ✓ Improve service levels
- ✓ Enhance customer satisfaction
- ✓ Utilize resources efficiently

Features

- eService dashboard lets you see your entire day at a glance:
 - New orders that sales people have entered
 - Service events that need to be Scheduled, Confirmed, Completed
 - Monitor which techs are assigned to what jobs
- Dispatch the best resource to work orders
- Easily locate customers by name, address, phone number, zip code, customer ID or equipment serial number
- Quickly print work orders and customer specific instructions
- Automatically notify clients of scheduled service calls
- Manage call escalations and workflows

Job Costing

Gain greater visibility and control of project and job related costs

Business Benefits

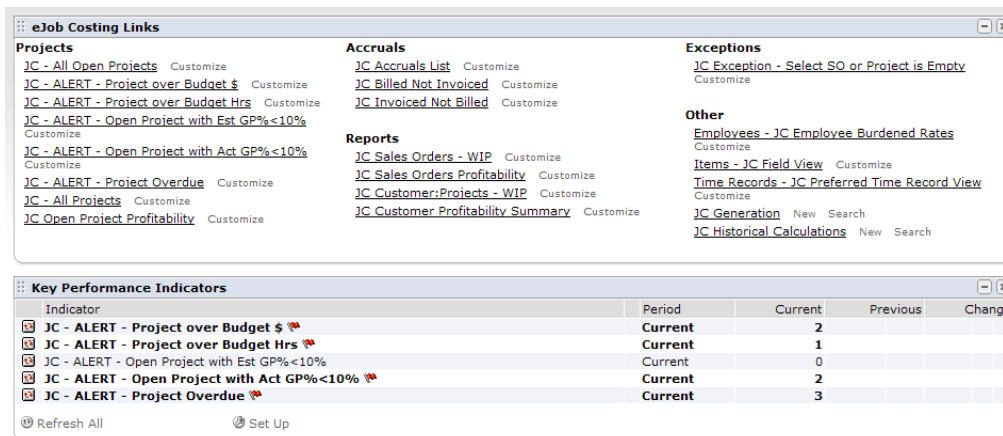
Specifically designed for tracking revenue and costs against a job, sales order, work order or contract. This powerful solution allows you to track revenue and allocate every expense incurred providing you with the real-time data necessary to make educated decisions required to drive profitability and customer satisfaction.

e-Job Costing allows you to:

- ✓ Reduce job cost administration
- ✓ Ensure job, work order, project or installation profitability
- ✓ Accurately recognize revenue and cost accruals

Features

- Track profitability on:
 - Sales Orders
 - Work Orders
 - Jobs/Projects
 - Contracts
- Categorize revenue & Costs
 - Up to 10 different categories may be defined
- Three labor costing methods
- Job summary information
- Drill-down detail by category
- Material management
- Historical Graph
- WIP functionality
- Job Costing Dashboard



The screenshot shows two windows from the NetSuite Job Costing module. The top window, titled "eJob Costing Links", is divided into three sections: "Projects", "Accruals", and "Exceptions".

- Projects:** Includes links like "All Open Projects", "ALERT - Project over Budget \$", "ALERT - Project over Budget Hrs", "ALERT - Open Project with Est GP% < 10%", "ALERT - Open Project with Act GP% < 10%", "ALERT - Project Overdue", "All Projects", and "Open Project Profitability".
- Accruals:** Includes "Accruals List", "Billed Not Invoiced", and "Invoiced Not Billed".
- Reports:** Includes "Sales Orders - WIP", "Sales Orders Profitability", "Customer:Projects - WIP", and "Customer Profitability Summary".
- Exceptions:** Includes "Exception - Select SO or Project is Empty".
- Other:** Includes "Employees - JC Employee Burdened Rates", "Items - JC Field View", "Time Records - JC Preferred Time Record View", "JC Generation", and "JC Historical Calculations".

The bottom window, titled "Key Performance Indicators", displays a table with the following data:

Indicator	Period	Current	Previous	Change
JC - ALERT - Project over Budget \$	Current	2		
JC - ALERT - Project over Budget Hrs	Current	1		
JC - ALERT - Open Project with Est GP% < 10%	Current	0		
JC - ALERT - Open Project with Act GP% < 10%	Current	2		
JC - ALERT - Project Overdue	Current	3		

At the bottom of the KPI window, there are buttons for "Refresh All" and "Set Up".

Work Order Management

Drive higher profitability with efficient work order processing

Business Benefits

Delivering the service is only step one. Ensuring that time, parts and service are quickly and accurately billed ensures cash flow and prevents profit leakage.

e-Service Work Order management provides you:

- ✓ A fully integrated service order-to-cash process within a single system
- ✓ Clear visibility into work order profitability
- ✓ Ability to process and bill service orders more efficiently to maximize cash flow

Features

- Monitor work order status and fulfillment in real-time
- Assign parts and inventory to work orders and jobs
- Calculate and monitor work order profitability
- Easily create, assign and update work orders
- Track time and expenses for work orders, jobs and customers
- Quickly and accurately invoice work orders
- Validate work orders against contract entitlements and Service Level Agreements

Depot Repair

Lean and efficient repair processes

Business Benefits

Clear visibility into pending returns and repair status and the ability to track location of repair unit through the entire repair process.

- ✓ Real-time visibility into status of unit during the repair process
- ✓ Collaboration between repair-service and third party providers
- ✓ Historical data maintained on the unit record

Features

- Returns handling and serial number tracking
- Return material authorization (RMA) processing
- Repair order management
- Loaner management
- Flexible location definition for fixed and virtual inventories



Epiphany's e-Service Solution includes the following modules which are also available as stand-alone solutions:

- *e-Service Light (Scheduling and Work Order Management)*
- *e-Contracts*
- *e-Job Costing*
- *e-Consolidated Invoicing*



NETSUITE **Epiphany**

Home • Activities • SM Admin • Field Service • Call Center Manager • Transactions • Sales and S...

Case: List Search

Case: 33 Unit is smoking (VERIZ01)

Edit Back Create Sales Order Find SM Unit Request Customer SM Unit Transfer Loaner Create SO

Number 33

Select SM Unit 01-25789 Item # Cisco 2610

Select Company VERIZ01 Item Description Cisco 2610 Router

Select Contact VERIZ01 : Chuck Weebies Unit Under Warranty Yes

Phone (702) 260-9301 SM Unit Address Verizon HQ

Email(s) info@verizon.com SM Unit Site ID VERIZ01 : 7300 Arroyo Crossing Parkway

Primary Tech EE300015 Byron Red

Contract Serial #01-25789 ; Cisco 2610 ; Unit #8 ;

Add Subject Line Unit is smoking

Origin Phone

Priority High

Case Issue Equipment Repair

Incident Date 3/21/2011

Incident Time 8:52 pm

Date Closed

Status Not Started

Assign Case To EE300015 Byron Red

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!

NETSUITE
SuiteCloud
DEVELOPER NETWORK