

Programming and Professional Services

For the Business of Service

Personalizations address details of your unique business process.

Every company has nuances in processes. Experience, necessity and ingenuity have likely spurred the evolution of unique approaches to workflow, reports, scheduling or analytics. Those proven tactics don't have to be abandoned. In the same way, new ideas don't have to be squelched just for the sake of conforming to the standard features in Sage MAS 500 ERP or Single Source's SM-Plus for MAS 500. Creative problem solving and innovation in processes don't need to be confined to the standard screens, forms and reports. Single Source Consulting and Programming Services allow you to retain your distinctive, successful business practices relating to your organization or industry and opens doors for new ways to refine existing functionality within the software solution.

Harness your expertise, utilize it to drive profit opportunities.

You possess the ultimate expertise in your business cycles, your historical workflow policies and the quality or productivity challenges that can cause massive repercussions for customer satisfaction. That knowledge can be harnessed and applied toward distinctive solutions for your exact needs. Single Source Programming Services makes it possible to turn your proven tactics and insights into features within your software solution.

Benefits

- *Extend functionality to enhance productivity and use of resources in additional facets of your service department.*
- *Accommodate industry-specific needs, terms and compliance requirements.*
- *Tailor forms, screens and reports to match business process needs.*
- *Collect desired data and metrics for informed decision making around specific company goals.*

Take advantage of every savings opportunity

New profit opportunities may be identified and obtained by adding details to reports or redefining relationships between data and analytics. Enhancing visibility, extending drilldowns or adding performance indicators key to your business allow you to further identify opportunities for improvement. Maximizing productivity in every phase of your operation, even unique ones not already managed by SM-Plus for MAS 500, allows you to further improve savings and use of resources. Every increase in productivity, even if it seems minimal on the surface, contributes to long term growth.

Rely on unparalleled product knowledge

As the developer of SM-Plus for MAS 500 and a Solutions Partner with Sage, Single Source Programming Services utilizes this expertise to create fully integrated solutions and seamless additions to existing functionality. This enables a smooth implementation process and expedites the transition phase. Your IT managers, service managers and front line users will appreciate this minimal disruption to their routine. Your internal IT department will be saved the time consuming task of having to delve into the existing code and trouble-shooting performance outcomes of their changes. Turning to the Single Source team eliminates frustrations and time delays.



Encompass your ideas. Address your organization's and industry's unique needs. Single Source Programming Services customizes functionality to identify profit opportunities and increase productivity based on your particular business needs.

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Single Source consultants apply their service management expertise to help your business perform to maximum efficiency



Single Source Consulting Services addresses a wide range of organizational issues, ranging from an audit of performance opportunities to finding ways to streamline processes and prevent the waste of resources. Consultants can evaluate and provide processes for maximizing the use of available analytics and demonstrate how that applies to your business goals. Project management, optimization of your system's storage capabilities, recovery strategies and long term planning for hardware requirements to match your growth plans are among other ways our Professional Services team can assist your organization reach its achievement

Examples

The types of solutions Programming Services has provided to SM-Plus for MAS 500 customers

Single Source Account Managers, Programming Service Managers and Professional Services Consultants collaborate and bring their extensive experience in service management to the development of unique solutions to fit your business needs.

- Development of modifications to allow distribution companies to monitor the affect of fuel costs on profit margins and pass on costs to customers through fuel surcharges.
- Provide hooks from the service module to the manufacturing module for added visibility and relational analytics of the manufacturing and service functions.
- Reformat the To Be Invoiced report so that it resembles a "pre- invoice" that can be sent to customers for authorization purposes when their business process--or yours--requires preapproval prior to scheduling.
- Integrate third party tools, such as tax software, for a smooth flow of data throughout the service cycle.
- Develop custom Insight Views to enable evaluation of performance indicators with drilldown capabilities.
- Create a Quick Service Entry screen to provide the receiving department quick access into all areas of the SM- Plus module: units, incidents and SROs. This "Staging" screen enables expedient data entry and gives the service department added convenience.
- Provide training on the use of Crystal Reports and other applications.



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