

# NEW RELEASES

Third and fourth quarters, 2008

## For the Business of Service

### Field Service-Plus (FS-Plus) v8.1 for Infor ERP SyteLine

#### Enhancements Extend Functionality, Add Productivity

Single Source Field Service-Plus (FS-Plus) tightly integrates to Infor SyteLine ERP providing a service management solution that supports the needs of the entire service operation. Scheduled for release late 2008, FS-Plus v8.1 provides added convenience, time-saving tools and enhanced visibility. Users will find that each v8.1 enhancement adds to productivity and increases efficiency, making FS-Plus the software solution of choice for organizations who rely on their service operation for a significant portion of profits. The following is a list of highlights.

##### Parts Fulfillment

Traditionally, when a part needed for an installation or repair was not in inventory, a purchase order for the part would be created and the service order would be set aside waiting for the part to arrive. The service request was easily lost in the shuffle. FS-Plus v8.1 eliminates that risk by improving visibility as to when the part is available. The service order can be completed with minimal disruption to the process flow, invoicing and customer inconvenience.

##### Multiple Appointment Management

It's now possible to link appointments so that the user will be able to easily view, update and move appointments grouped by partner, SRO, or incident. An appointment which spans multiple days can be linked, as can appointments for multiple teams. Any change made to an individual appointment will alert the user of the related appointments which can then be altered as well.

##### Billing Review Console

This new screen provides a one-look reference to help billing managers determine when a service order should be billed. The console screen provides improved visibility of complex information, such as price, cost, and margins—all subtotaled in numerous ways. The one-stop billing review enables informed decision-making, expedites invoicing and shortens the order-to-cash cycle.

#### FS-Plus Mobile v3.1

##### Design and Deploy Custom Screens

Equipping field technicians with FS-Plus Mobile allows them to maintain access to valuable information. Whether using Laptop or Pocket PC editions, FS-Plus Mobile increases first-call resolution rates and reduces costs per dispatch. Enhancements found in FS-Plus Mobile v3.1 make it easy for users to build and deploy personalized forms, giving them the ability to have their screens match their individual needs.



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### Unit Configuration Automation Control

As service work is performed on a unit, its configuration information may also need to be updated. Now, multiple configuration update methods are supported, providing users with greater control of the update process.

### SRO Drop Ship Functionality

Material related to service work can be shipped to the customer--and/or a different location, creating flexibility which can expedite service completion in the most cost effective way possible.

### Automatic Resource Scheduling

Any time a process can be automated, especially a routine task, time is saved. Resource scheduling is an important function that FS-Plus v8.1 automates. Now, when the call center enters a service request, the resource needed to complete that service, such as a technician or tool, is automatically scheduled. The same is true for scheduled maintenance: v8.1 automatically schedules the resource.

### Quick Service Request Order Creation

A new "Quick SRO Create" method streamlines the data entry process for SRO creation, adding convenience and time-savings for the user. Prompted for a simple list of information, the user enters the data and the system automatically builds the SRO structure from the template, unit and customer specified.

### Multiple Customer Item Support

When entering a customer's Service Request Order, the user now has the added convenience of being able to select from a list of multiple customer item numbers. This makes translating a customer's description of a part or item into the company's proper terminology simpler because all customer item number options are listed in one place.

### Multi-Lingual Invoice Support

The SRO Invoice Print and Contract Invoice Print now supports language translation. The invoice print out can print items, ship via, and general invoice text in the customer's native language.

### PaceJet to FS-Plus Integration

FS-Plus SRO Material Transaction shipping now integrates with the PaceJet Shipping application.

### Advanced Quote Management v2.0

#### Rules-based configurator helps create untethered quotes and installation orders.

Companies that manufacture, sell or install complex goods and services also face complex quoting and configuration issues. Single Source Advanced Quote Management v2.0 uses a rules-based configurator to help create untethered quotes and service or installation orders while still in the field. The configurator also reduces the time required by engineering to maintain product and pricing changes.



**Generate quotes in the field--when and where the opportunities are waiting.**