

SAM

BUSINESS SOFTWARE SOLUTIONS



*“Harness the Power of SAM for
Cost Effective Service Management”*

Service Management Solutions - Features and Benefits

- Generate more billable hours
- Invoice Instantly
- Highlight revenue opportunities
- Reduce administrative costs
- Transfer data in real time
- Connect office and field workers
- Manage jobs and bookings
- Plan maintenance tasks
- Improve customer satisfaction



SAM removes the headache and makes it happen

“Connecting your business to the technology resources you need”

Use **SAM** Service Management Software to manage your day-to-day Jobs and Service Requests, the software is a fully featured service and Asset Management solution that is suitable for managing your customer’s service issues and Job Planning. The software simplifies and automates every aspect of your service department, whether externally with field workers or internally within your organisation.

An intuitive interface makes getting to know **SAM** quick and easy for all levels of user. So you’ll be more in control and be able to free-up time for other areas of your business. There are also features that allow you to manage your customers more professionally while our flexible management reports give you a greater insight into your business.

SAM flexible solutions for your business needs

“Sam Software Solutions can provide a total end to end solution for your business”

INCREASED PRODUCTIVITY

The suite of **SAM** Service Management Software modules enabling your engineers, technicians and administrators to resolve complex issues in minimal time, removing end-user frustration. **SAM** Service Management software also facilitates tracking of organisational ‘needs’ through asset management, proactively allocating resources to the right user or department, thus increasing productivity.

You can Simply use off-the-shelf or bespoke, **SAM** dovetails perfectly with your existing business systems and processes, often with seamless integration with existing legacy systems.



Complete Asset Tracking

Track assets over complete life cycle, from purchase to disposal.

Scheduling and Tracking

Asset activities and deployments scheduled and tracked. Recording any servicing or third party leasing, together with return due time.

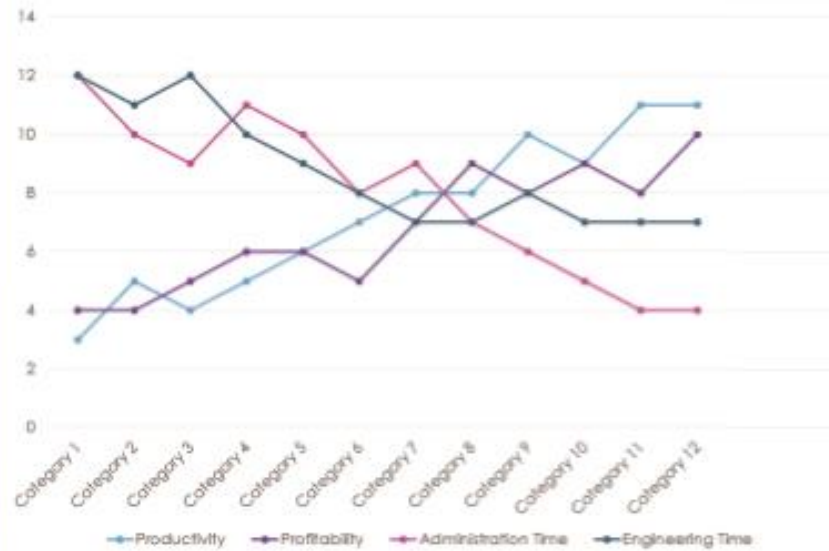
Document Library

Associate files as documents within the document library. Upload documents directly into SAM's database and associate with individual assets.



More time, increased productivity and profitability

With **SAM** at their side service engineers, Technicians and systems administrators are planning jobs and resolving complex issues in less time than they're used to and removing client frustrations.



Proactive

- **SAM** Facilitates tracking of organisational 'needs' through asset management, proactively allocating resources to the right user and/or departments, and therefore increasing productivity
- **SAM** will record, store, track, retrieve and close any service call

Simple

- Off the shelf or bespoke **SAM** dovetails perfectly with your existing business systems and processes
- Virtual seamless integration with your legacy systems, minimizing disruption and populating **SAM** with data directly from your existing database(s).

Consulting - Sales - Staffing - Support

SAM Software Solutions have been producing high quality software since 1995. With more than 20 years of successful business application development experience, our Vision includes creating software that is efficient, dependable and easy to use.

Our aim is to offer you a complete service from the initial advice to the installation and ongoing support, resulting in a total Business Solution.

At **SAM** Software, we believe that using the right software package will make your business more efficient and profitable.

We understand how important having the right software solution is to your daily business, and we are committed to treating your business professionally at times.

Our team of talented and dedicated professionals will ensure that all our solutions are implemented in a seamless and professional manner.

SAM Provide Higher Service Levels at Lower Costs

SAM Creates a log entry for every change; who, when and previous field value. Complete life cycle, from purchase to disposal.

Inventory is stored against style templates, with user defined fields to store item specific data.



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