

Reflex

SERVICE MANAGEMENT



Experience a comprehensive solution for service-oriented companies.

Create service requests and convert these requests to quotes and service orders once accepted by the client—all in one fully integrated software package.

With Reflex, companies in the service management industry can keep track of information from initial request to project close. Process quotes and orders, have full access to inventory items, or buy-in directly to the service order within Reflex.

Manage every aspect of your properties with our property management-specific modules:

Labor Hour Tracking
Subcontractor Tracking
Equipment and Materials Tracking

Daily Assignment Sheet Creation
Schedule and Resource Assignments
Service and Work Orders
Estimated and Actual Gross Margins

Web Portals
Analytics, Business Intelligence,
and Reporting

Service Requests

The screenshot displays the 'Service Order (Demo Master)' application interface. The left sidebar contains navigation tabs: 'Processing', 'Maintenance', 'Tools', and 'Reporting'. Below these are 'Service Request Clipboard', 'Service Quote', and 'Service Order'. The main content area is divided into several sections:

- Request Reference Information:** Fields for Service Class (Residential), Quantity (1.00), Service Type (Service), Unit of Measure (As Per Plan), Warranty, Billable?, Billable Amount, Reference Type (Sales Order), Reference # (2), Description (Repair residential trim), Estimated Amount (2,500.00), and Estimate Type (Construction).
- Schedule Information:** Fields for Preferred Date (9/15/2017), Preferred Time (12:00 PM), Scheduled Date (9/15/2017), Scheduled Time (2:00 PM), Site Contact (David (780-885-5544)), Method Of Contact (Ph...), Service Area (Alberta), Assigned To (Troy Davis), and Entered By (reflex).
- Request Tasks:** A table with columns: Seq, Service Code, Description, Extended Description. Row 1: 1, SVC, Service Call.
- Component Details:** A table with columns: Type, Part #/Code/Class, Description, Component, Seq, UOM, Required Qty/Hrs, Unit Cost/Rate, Sell Price. Rows include Raw Materials/Inventory (A SWG10 BLK, Accessory Screws Woodgrip #10, Material, 1, Box of 50, 1.00, 13.35, 62.00) and Labor (CARP, Carpenter, Labor, 1, 3.00, 28.00, 28.00).
- Misc Charges:** A table with columns: Misc Code, Description, Qty, Unit Price, GST, PST, Extended Price. Total Extended Price is 0.00.
- Summary:** Total Cost: 97.35, Total Sell Price: 136.00.

Create service requests and convert them to service quotes and service orders (billable, non-billable, and warranty) in Reflex. Enjoy full historical tracking of the initial request through service order, assignment, work completion, and billing.

Service Order Scheduling

The screenshot displays the 'Service Order (Demo Master)' application interface in a scheduling view. The top navigation includes 'Processing', 'Maintenance', 'Tools', and 'Reporting'. Below these are 'Schedule View', 'Daily Assignments', 'Completed Service Release', and 'Daily Update'. The interface shows a calendar for January 2018, with a grid view of service assignments. A specific assignment is visible on Tuesday, January 16, from 1:00 PM to 2:00 PM, for Service # 40002, assigned to Troy Davis, with the description 'Sport Check Panel Fix'. The right sidebar shows a monthly calendar for January, February, and March 2018, with the current date highlighted as 'Today'.

Scheduling can be assigned to internal resources or external subcontractors and daily assignments can be allocated by a service manager within a defined region (or based on the service technician).



@reflexerp



Reflex Enterprise Solutions Group Inc.



facebook.com/reflexerp



www.ReflexERP.com