

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)' interface. On the left, the 'Request Reference Information' section includes fields for Service Class (Residential), Service Type (Service), Quantity (1.00), and Unit of Measure (As Per Plan). Below this, 'Schedule Information' shows a Preferred Date of 9/15/2017 at 12:00 PM and a Scheduled Date of 9/15/2017 at 2:00 PM. The 'Component Details' table on the right lists items such as 'Raw Material/Inventory' and 'Labor' with their respective quantities and prices.

Type	Part #/Code/Class	Description	Component	Seq	UOM	Required Qty/Hrs	Unit Cost/Rate	Sell Price
Raw Material/Inventory	A SW510 BLK	Accessory Screen Woodgrp #10...	Material	1	Box of 50	1.00	13.35	52.00
Labor	CARP	Carpenter	Labor	1		3.00	28.00	28.00

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 shows the 'Service Order (Demo Master)' interface in a scheduling view. The main area is a calendar grid for January 2018, with a specific service appointment scheduled for Tuesday, January 16, from 1:00 PM to 2:00 PM. The appointment is assigned to 'Troy Davis' and is for a 'Sport Check Panel Fix'. The right side of the interface features a monthly calendar overview for January, February, and March 2018.

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).



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