## **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.

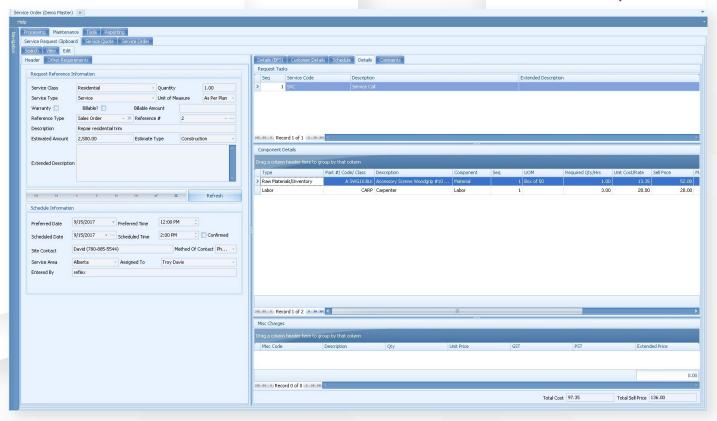
Labor Hour Tracking
Subcontractor Tracking
Equipment and Materials Tracking

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

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

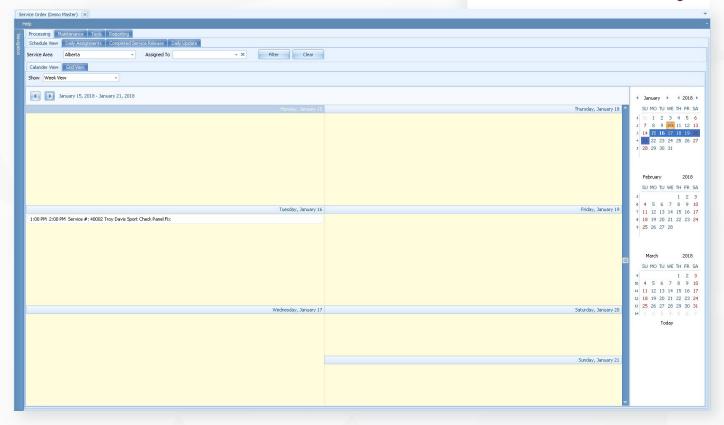
Web Portals
Analytics, Business Intelligence,
and Reporting

## **Service Requests**



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



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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