

# SAM PRO ENTERPRISE

Having the right people and tools in place to carry out your firm's vision is vital.

But it's only part of the answer.

With SAM Pro Enterprise, your business can improve efficiency by accessing the right information at the right time. Capitalizing on these efficiencies leads to improved management of resources and a positive impact on your bottom line.

Contact Data-Basics to see what SAM Pro Enterprise can do for your business and experience what it's like when...

## IT ALL FITS TOGETHER

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**TECHANYWHERE**

Access work orders in the field via portable and wireless devices.

- Seamlessly update work order status
- Receive active notification of pending work orders
- Add labor, material and inventory
- Easily capture equipment metrics
- Electronically capture customer signature via wireless devices



**CSRANYWHERE**

Real-time lead generation for your sales reps via the Internet.

- Quickly generate custom quotes
- Easily manage field and client requests for customer service
- Powerful reporting features to generate (and e-mail) reports
- Track progress on all open leads



**SERVICEANYWHERE**

Allow service providers or subs the ability to update work orders via the Web.

- Active notification of pending work orders via e-mail, fax or page
- Seamlessly update work order status
- Update charges on auto-assigned POs
- Quickly capture equipment metrics
- Notify CSR of new customer requests



**CRMANYWHERE**

Empower your customers to access information via the Web.

- Monitor open work orders 24/7
- Review and approve open quotes
- Quickly view past and current invoices
- Set up custom, user-friendly service request scripts
- Easily view attachments
- Integrates with your Web site



**TIMEANYWHERE**

For your mobile workforce, enter time and expenses from anywhere.

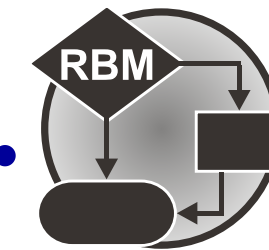
- Audit employee time entry by payroll period, week and day
- Time-saving templates entries
- Optimize day-to-day operations at the office, while working from home or on the road

**SAM PRO ENTERPRISE APPLICATION + DATABASE**  
 (ACCESSED VIA LAN OR WAN)



**INTERNET**

**RULES-BASED MANAGEMENT TECHNOLOGY**



**DBXCHANGE MIDDLEWARE**



**BACK OFFICE ACCOUNTING TOOLS**

Manage accounting functions across the entire business.

- Accounting software including AP, AR, GL, invoicing, payroll and job costing
- Bill of Materials
- Sales Order Processing
- Inventory Control
- Job Shop Manufacturing
- Purchase Orders
- Service and Construction Billing



**SERVICE + FACILITIES MANAGEMENT TOOLS**

Control how you manage resources and efficiently provide service.

- Dispatching and Scheduling
- National Call Center
- Contract Management
- Site Management
- Subcontractor Control
- PM Master Scheduler
- Quote Management



**INTERACTIVE VOICE RESPONSE (IVR)**

Capture real-time field service information and sales leads via phone.

- Quickly update work order status
- Easily reschedule work orders
- Update the dispatch board and Web site in real time
- Capture and send closing comments via voice
- Works outside wireless range



**REPORTANYWHERE**

Deliver mission-critical data wherever it's needed, 24/7.

- Distribute reports to anyone via e-mail
- Pre-schedule reports for automatic distribution via e-mail attachment
- Generate, save and print PDF reports
- Integrate corporate logos/branding
- Supports Rules-Based Management for enterprise-wide automation



**ESCALATION MANAGER**

Automate the service workflow with customizable escalation profiles.

- Define active event notification via Alarm Board fax, page and e-mail
- Streamline workflow with powerful work order escalation scenarios
- Ensure consistent, high-quality service through automated management