

## SERVICELINK DIRECT – CONTRACT MANAGEMENT

ServiceLink provides facilities for monitoring contracts in terms of performance and profitability.

### CONTRACT PROFITABILITY

Each job has labour and materials assigned to it, thus providing the basis for the contract costing.

All labour has a cost rate, all materials have a cost, so that all jobs have a cost and an invoice price calculated, thus each contract has accumulating costs and profitability within the system.

This is the basis for a number of reports showing profitability at the job, customer and contract level.

### VIEWING CONTRACT PERFORMANCE

There are a number of reports that will provide an analysis of contract costs versus revenue.

There are a number of KPI reports.

The facility to extract job costing and invoice value data to spreadsheet allows for quick "one off" queries.

### CONTRACT CHARGE RATES

Each contract has its own set of rules for charging (e.g. time and material, cost plus, fixed price), which provides the flexibility for a mixture of different kinds of work.

Each contract has its own set of charge rates for labour, so that the same employee can be charged automatically, at different rates, on different contracts.

This simplifies the entry of time information so that invoices can be produced with the labour charges calculated automatically.

The rules for each contract are set up when the contract is created so that charging is handled automatically, the operator does not have to remember what the agreed rates are within each customer contract.

### INVOICING

The details of contract charging (e.g. time & materials, cost plus etc) are held on the contract details. The charge rates for time are also held on each contract. The user enters time and materials used for a job and the system will calculate the invoice to be charged.

Invoice details can be posted to accounting packages that have a data import capability.

### COMPLETE CONTRACT HISTORY – ALL ARCHIVED JOBS

All of the details that were recorded when the job was live are available in the system archive. Job history can be stored for any number of years. It is possible to easily locate any particular job in the archive e.g. by looking for a specific address, customer order number, invoice number etc.

It is possible to extract any group of jobs e.g. jobs done at a particular site in between two specified dates etc.

### AUTOMATIC PRIORITY ESCALATION

There is a flexible method of entering jobs with specified service levels e.g. 4hour response, 8 hour response etc. The system then monitors the jobs and automatically escalates each one according to rules set up at the system level. This allows different contracts to be handled accordingly. The net result is that the system monitors all jobs and warns of those in danger of becoming late, or have become late.

