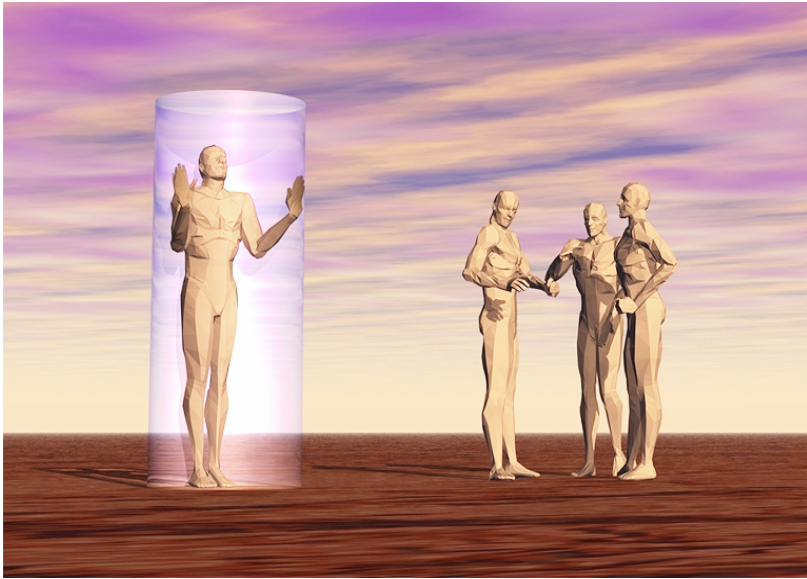


# Contracts



*An agreed level of service;  
providing assurance; a  
commitment to excellence;  
obtaining renewal ...*

pegasus  
**OPERA<sup>II</sup>**

*Client  
Systems*

Client Systems Limited  
Hardington Moor, Yeovil, Somerset BA22 9NP  
Tel: 01935 862203 Fax: 01935 864009  
E-Mail: info@clientsys.co.uk

Our Touchpoint range of software has a number of vital administrative functions built into it – planned maintenance, service call management, service costing and billing, generation of targeted marketing lists and campaign evaluation for instance – but the contract administration module provides support for a core service function.

Contracts are built around contract types, which can be defined to suit the business. Each type defines certain basic details such as the normal response time and what is included. Five types of contract are available, namely an agreed end date, no termination date (open ended), and limited by number of calls (events), costs incurred or hours expended.

Certain details can be amended when the contract is set up. Response time, for instance, could be different for one item in comparison with the overall contract terms, to allow for priority cover.

Contracted items relate to items in the Equipment Register, which is essentially a list of items known to be at a site. Information relating to items such as descriptions, codes and serial numbers are therefore automatically available to a contract when present, and to the call logging process (see separate flyer).

Charges, if any, for the contract are accumulated to give a contract value. If invoices are to be raised through Empathy, then the contract value can be allocated to an invoice schedule comprising of one or more invoices (eg all at the start, monthly or quarterly). If appropriate, Pro-Forma invoices can be produced and converted into invoices when payment is received. Invoices are updated automatically to the ledger.

Useful reports from contracts include Waiting Invoicing, Contract Schedules, Due For Renewal and Contract Proofs.

The latter is particularly useful at contract renewal time if the service calls module is installed since it indicates the number of calls against each contracted item. Furthermore, if the Billing & Costing module is installed, the cost of servicing each item and any additional revenue raised will be shown.

It should be noted that a different price for an item from its current charge can be defined when the contract is set up, for example when the renewed contract will be for a different term or the year 1 price reflected warranty availability.

Items can be added to and removed from a contract during its life, with corresponding adjustment to value if relevant.

Where planned/preventative maintenance visits are associated with a contract, these can be scheduled in for the relevant items – please see the separate PM Visits flyer for details.

The Empathy Contracts Administration module and Pegasus Opera II system ...

***Working in time ...***

**... WITH YOU**