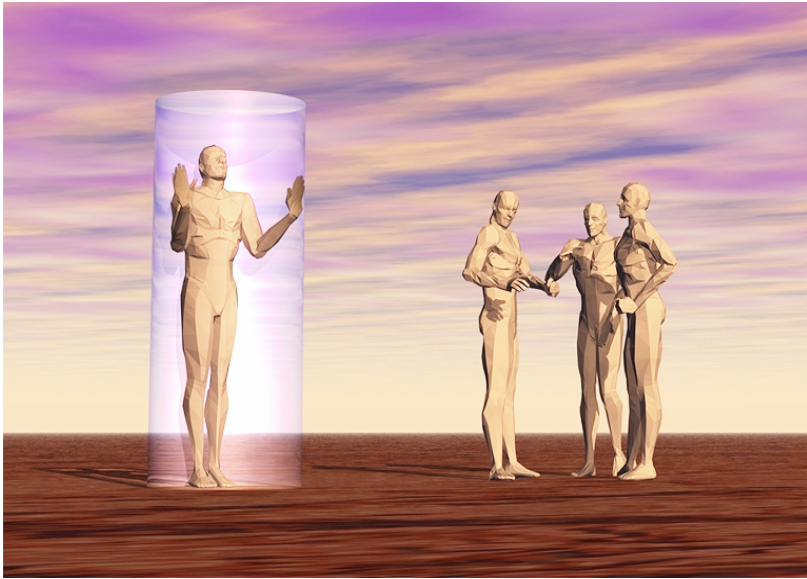


# Cost & Bill



*A feeling of identification;  
creating trust; analysing the  
problem; determining the  
solution; fixing it first time...*

pegasus  
**OPERA II**

*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 – contract administration, service call management, PM, generation of targeted marketing lists, campaign evaluation for instance – but the facilities for recording costs incurred in servicing items, and associated billing where appropriate, create an environment for the accurate measurement and reporting of margins and profitability.

Calls processed through the service management modules can be breakdown calls or preventative maintenance visits under contract, or ad hoc breakdowns.

With the Empathy Billing & Costing module installed, in addition to each call being closed from a service point of view, it must also be completed financially. This is achieved by recording relevant labour, travelling, call out, spares and external costs against the call, and where appropriate, raising a bill in respect of the call, the latter being printed and updated to the sales ledger.

A feature of the Billing & Costing module is to allow Charge Profiles to be set up which can then be assigned to a contract item. Indicators within the profile reflect which costs if any are chargeable, allowing for contract, warranty, PM and ad hoc calls. This helps to ensure that costs are processed correctly but with manual intervention at all times in the booking process.

Contracted items relate to specific Equipment Register records as can ad hoc calls, and calls relate to sites. This means that statistics can be built up automatically, and these are visible during the call logging process as well as from Viewpoint (see separate flyer). The range of figures available is:

- Costs & revenue per call
- Costs & revenue per item
- Costs & revenue per contract line
- Costs & revenue per contract
- Costs & revenue per site

as well as the number of calls per line, contract, item and site.

Calls, costs and revenue are reported in standard contract and Equipment Register item reports, and appear on the Contract Proofs, which are typically used during the contract renewal process as an aid to price determination.

The module is integrated with our Mobile Data Service – see the Telepathy module flyer for details. Part of the functionality of the mobile module is to return details of bookings – time, mileage, parts used etc – and these are recorded automatically against the corresponding call for authorisation and release.

Both manual and mobile parts bookings update Opera II stock automatically when installed.

The Empathy Service Calls module and Opera II system ...

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

**... WITH YOU**