

## Spectrum Service Management

Successful service companies satisfy their customers, but truly prosperous companies delight their customers. Spectrum Service Management provides you with a complete service management solution to provide that difference-making service. Easy to use, Spectrum Service Management is powered by complete integration throughout Spectrum—from accounting and billing to purchasing and inventory to payroll.

### Spectrum Service Management Features Include:

- + Easy-to-create, easy-to-manage work orders and service contracts
- + Multiple billing formats
- + Intuitive Service Request Screen displays a wealth of customer information
- + Complete historical record of previous and open service contracts or service work
- + Detailed tracking of makes, models and serial numbers of serviced equipment and any corresponding warranty or service coverage information
- + Built in alerts warn dispatchers of potential customer issues
- + Streamlined dispatch capabilities with drag-and-drop scheduling
- + Tools for effective mobile work order management, including in-the-field signature capture
- + Warranty and inventory tracking
- + Advanced scheduling of preventative maintenance and service contract work
- + Complete integration throughout Spectrum



### A Simple, Powerful Service Management Platform

Whether handling on-demand service requests or routine preventative maintenance, Spectrum Service Management provides a simple, yet powerful platform to easily manage all of your service operations.

The intuitive Service Request Screen provides complete, detailed customer information, from full work order history to detailed billing to a full list of site equipment. More importantly, the service request screen alerts your staff to items like past-due bills, credit limit problems, special site alerts or customer notes. You will be able to drill down into Spectrum in real time to look at invoices, see payment histories and more. Spectrum Service Management keeps your staff informed and helps keep you from performing work when you haven't been paid for previous service.

Creating a work order with the Service Request Screen is as simple as pulling up the site, entering the customer request and pressing the Create Work Order button. Creating a work order for new customers is almost as easy. Instead of having to create a new customer in accounts receivable and then creating a new site in work order, simply enter basic customer data and notes about what service is needed into the Service Request Screen—one

time. Behind the scenes, Spectrum sets up the customer and the site as the work order is created. This keeps your service jobs moving forward smoothly while ensuring that all the information you need is at your fingertips.

### Dispatch Technicians with Ease

Assign work orders to technicians quickly and easily using Spectrum's Dispatch Schedule. The Dispatch Schedule is an intuitive timeline that displays technicians' scheduled work orders throughout the day. The schedule is configurable, sortable and filterable to provide you with multiple ways to view scheduled service work. Easily assign work orders to technicians with Spectrum's drag-and-drop functionality.

### Managing Service Contracts

Spectrum Service Management gives you the tools to completely manage your service contracts. Automate the creation of new contracts using Spectrum's master template abilities, then use these templates to easily set up visits, assign tasks by equipment type and even bill directly from the service contract. Spectrum Service Management also gives you the financial tools you need—you can recognize revenue in any of five different ways across the life of the contract, generate up-to-date reports on profitability, and track extra work performed.



**SPECTRUM**  
CONSTRUCTION SOFTWARE

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### Full Power in the Field

Spectrum's Field Tech expands the reach of Spectrum Service Management to technicians, providing the information and tools they need to manage their work orders. Fully integrated with Spectrum, Field Tech is designed to be both office and mobile friendly. Easy to use on any tablet, Field Tech helps you ensure that everyone is working with the most up-to-date and complete information.

Field Tech streamlines the flow of information to and from technicians in the field, letting them focus on work, not paperwork. They can see all work orders assigned to them, pull their own purchase order numbers, read notes related to the job, access maps and directions, upload job site photos, even email work order forms directly from their tablets. Technicians can record their time by clocking in and out directly from Field Tech. Multiple techs can be assigned to the work order quickly and easily. Labor hours can be reviewed and edited by the appropriate staff prior to processing. At a glance, you can see the comparison between hours quoted or projected and the actual hours worked for your jobs.

When work is complete, technicians can capture electronic client signatures on work orders and then email the signed work order directly to the client. This signed document is also saved in Spectrum's Document Imaging for future reference.

### Complete Integration, Powerful Platform

Both Spectrum Service Management and Field Tech are fully integrated with other Spectrum

functionality—from accounting and billing, to purchasing and inventory, to payroll. This puts the control in your hands to keep work moving quickly and efficiently by reducing delays and eliminating duplicate data entry.

Spectrum Service Management allows you to bill either by time and materials or on a flat rate basis—or both. Each work order can support multiple invoices, so you can bill as work is being done, not just when the work order is complete. Spectrum supports standard labor and material rates as well as custom labor and material rates by site, customer, or contract.

Comprehensive real time reporting, including key metrics such as WIP, over and under billing, and many more, help you track work order progress and profitability. With Spectrum Service Management, you can also write purchase orders against work orders. Bill for parts in advance of receiving your invoice to keep cash flow moving. Spectrum's Document imaging, meanwhile, ensures that any documentation or photos collected in the field can be archived right in the system, accessible for by technician, on any call, any time.

This complete integration throughout Spectrum gives you the ability to run your service operations with the full backing of a complete business management software package. Streamline service work by putting the information everyone needs in their hands wherever they are working, and use powerful business intelligence tools to help optimize service efficiency and profitability.

## About Dexter + Chaney

Dexter + Chaney has been providing complete construction management software for more than 34 years. From the office to the field, from accounting to project management, Dexter + Chaney software is used by thousands of contractors. Every client is different, and the flexibility of Dexter + Chaney software allows customers to create a software solution that suits their needs and works the way they do.

**D E X T E R + C H A N E Y**

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