How does your software stack up?

Complete the following questionnaire to see how your software package, or the software package you are considering stacks up to Service Manager.

Ease of Use and Setup

Does your software...	Your Software	Service Manager
Allow ease of use for Clients, Administrators and Technicians?	❑	☑
Provide easy setup, installation and maintenance?	❑	☑
Give you the option to run the system locally or hosted over the internet?	❑	☑
Provide a scaleable, nonproprietary database from MS Access to MSSQL?	❑	☑
Provide you with a seamless integration with the look and feel (custom colors) of your current website or company colors?	❑	☑
Provide a customizable solution to fit your particular needs?	❑	☑
Easy to use focus help on just the screen you are currently working on?	❑	☑

Functionality and Productivity

Does your software...		
Increase the productivity of your Technicians through better time management?	❑	☑
Allow you to define the priorities of the incoming requests, as well as service types and status?	❑	☑
Provide an audio alert when new requests are submitted?	❑	☑
Allow you to search incoming requests and then assign Technicians to those requests?	❑	☑
Allow you to print a tag for Client/Technician identification of an item that needs repair?	❑	☑
Allow you to e-mail Technicians in the field with updates or status changes?	❑	☑
Allow you to e-mail Clients automatically with a copy of the closed request?	❑	☑
Allow your Client the ability to check on the progress of all requests they have submitted directly from the application?	❑	☑
Provide accountability between your IT, Transportation or Maintenance department and your staff as well as clients they service?	❑	☑
Allow login rights to give your business office access to the system without the risk of any data changes?	❑	☑
Link with a polling program to populate your IT assets?	❑	☑

Asset and Request Tracking

Does your software...		
Allow you to define what data is to be captured for Assets?	❑	☑
Provide an easy way to track the location of Assets?	❑	☑
Group assets by make, model and category?	❑	☑
Allow for the setup of preventative maintenance on Assets?	❑	☑
Provide an easy-to-add Asset screen with a multiple add button for similar assets?	❑	☑
Give you a history of service for an asset right from the request?	❑	☑
Keep track and manage consumable parts to maintain your assets?	❑	☑

Reporting

Does your software...	Your Software	Service Manager
Provide easy to read printable reports?	❑	☑
Provide you with the ability to run well over 100 reports based on the criteria you create?	❑	☑
Allow you to search all Requests in the system by multiple criteria and generate reports based on those results?	❑	☑
Allow you to search all Assets in the system by multiple criteria and generate reports based on those results?	❑	☑
Give you the ability to report on low parts stock?	❑	☑
Report on assets with the most service requests?	❑	☑
Offer a PDA module with reports for the administer to use at meetings?	❑	☑
Provide Gasb34 financial reporting for deprecation of fixed assets?	❑	☑
Have reports with 3D Graphs?	❑	☑

Support and Facts

Does your software...	Your Software	Service Manager
Provide free phone support and upgrades for the first year?	❑	☑
Provide a low cost to feature ratio?	❑	☑
Give you an over 98% drop in phone calls and e-mail from your end users?	❑	☑
Offer a PDA module for asset inventories and asset entry in the field?	❑	☑
Have the ability to be used across your organization for any department, any asset, and any requester for service and asset management?	❑	☑
Offer a 90 day price guarantee?	❑	☑
Offer a price discount to switch to Service Manager for your current help desk or asset software package?	❑	☑

We hope that this questionnaire has helped you understand your needs, and match those needs to software packages you are considering.

Service Manager is a robust and dynamic, Award Winning***** application that gives you the power to control your assets, service your clients and save you money!

For more information on Service Manager, please visit our website at:

http://www.GLSoftware.com

You may also contact us and we will be happy to answer any questions you may have, or set up a demonstration of Service Manager for you and your organization.

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Service Manager was chosen as a Reader's Choice Award Winner in the e-School News 2003. Business-Software-Reviews.com gives Service Manager FIVE STARS for its ease of use and reporting capability.

Software that Works for You!