

*Minimize Administration; Maximize Contract Value!*

**Contracts Dashboard**

- Unified view of contract portfolio
- Real time contract KPI's
- Contract life-cycle visibility
- Ensure contract profitability

**Contract Administration**

- Create Contracts from Sales Orders
- Multiple items on Contract
- Easily Update, Add, Delete Items
- Multiple Contract Types
- Start and End Dates
- Item History from Contract Start to Finish
- Case History on Contract

**Contract Renewals**

- Proactively manage renewals
- Automated reminders
- Identify upsell opportunities
- Co-terminate contracts
- Prevent revenue leakage
- Eliminate data re-entry

**Contract Accounting**

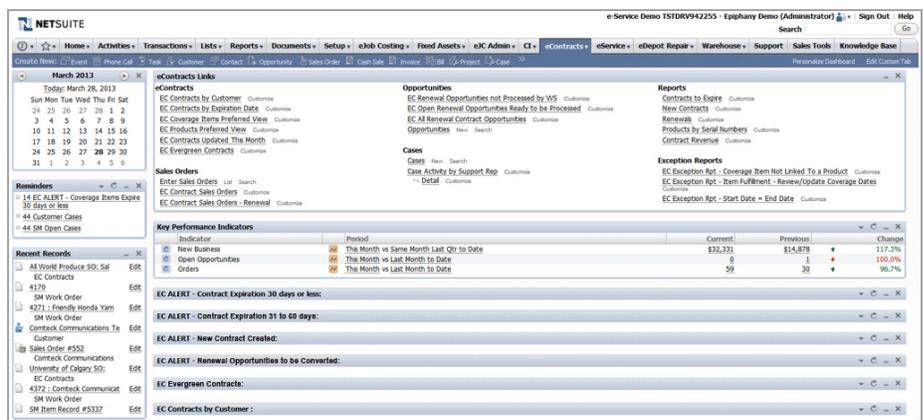
- Flexible billing schedules
- Improve billing accuracy
- Enhanced revenue recognition
- Fully integrated to general ledger

**Contract Usage**

- Usage Management
- Manage usage, consumption & expiration

e-Contracts is an end-to-end contract management solution that allows you to proactively manage warranties, service contracts, software licenses and renewals, usage and entitlements. e-Contracts reduces the burden of contract administration ensuring each contract is profitable and maximizing the value of your contracts portfolio.

e-Contracts dashboard driven management approach provides enhanced visibility and insight via Key Performance Indicators (KPI's) across the entire contract life-cycle.



Developed 100% in NetSuite's SuiteCloud development platform, e-Contracts leverages the power of the leading Cloud-based ERP/Financial management suite.

As the backbone of your service processes, e-Contracts will connect the various customer service and support activities into a single, integrated service life-cycle and support you in turning service into a profitable business.

*"Epiphany and their bundle, e-Contracts, made NetSuite Our Cloud - they took what was a month long process to manage and bill our monthly contracts and condensed the workload down to about a week and a half, a time savings of approximately 105 hours per month or approximately \$31,500 per year. By using automation to communicate and receive data from our customers, bill them, and generate all standard contracts; our process is now far more accurate and effective. We went from a fully manual process using NetSuite Jobs (Project) to a fully integrated contract management solution"*

*Tom Heideman, Business Application Manager, MasterGraphics, Inc.*

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## Business Benefits and Features

Contract Management Dashboard	
<i>Real-time visibility across your contracts portfolio</i>	
<i>Business Benefits</i>	<i>Features</i>
<p>Obtain a 360-degree view of Contracts portfolio via immediate insight into entitlements, service history, renewals, billing and performance.</p> <p>e-Contracts Management Center allows you to:</p> <ul style="list-style-type: none"> <li>Actively monitor Contracts</li> <li>Ensure Contract profitability</li> <li>Track key dates such as renewals</li> <li>Proactively manage contract value</li> </ul>	<ul style="list-style-type: none"> <li>Interactive Contracts Management Dashboard</li> <li>Track related metrics and Key Performance Indicators (KPI's)</li> <li>Easy-to-use personalization capabilities (click-not-code)</li> <li>Real-time analytics</li> <li>Drill-down to detail for further analysis</li> <li>Comprehensive reporting capabilities</li> <li>Role-based access and security</li> </ul>

Contract Administration	
<i>Reduces the burden of contract administration</i>	
<i>Business Benefits</i>	<i>Features</i>
<p>e-Contracts simplifies administration across the contract life-cycle.</p> <p>e- Contracts allows you to:</p> <ul style="list-style-type: none"> <li>Actively manage contract entitlements</li> <li>Reduce contract administration</li> <li>Ensure contract profitability</li> <li>Minimize warranty exposure</li> </ul>	<ul style="list-style-type: none"> <li>Simple "one-click" creation of contract from orders</li> <li>Maintain detailed service, billing and warranty history</li> <li>Manage multiple contract types</li> <li>Easily Update, Add, Delete Items</li> <li>Maintain multiple items on Contract</li> <li>Easily manage Start and End Dates</li> <li>Complete Item history from Contract Start to Finish</li> <li>Case History on Contract</li> <li>Convert warranties to contracts</li> <li>Detailed tracking of customer installations and items covered by contract, serial numbers, warranty info, and service contract details</li> </ul>

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**Contract Usage Management**

*Easily track contract usage and overages*

<i>Business Benefits</i>	<i>Features</i>
<p>Managing your usage contracts quickly and easily with e-Contracts. The contract dashboard provides immediate visibility &amp; access to usage, consumption &amp; expirations, providing you with them knowledge &amp; insight needed for efficient contract management.</p> <p>e- Contracts allows you to:</p> <ul style="list-style-type: none"> <li>Automatically calculate usage remaining</li> <li>Track usage based on quantity sold versus quantity consumed</li> </ul>	<ul style="list-style-type: none"> <li>See the usage, consumption and remaining hours of all your contracts in one place with the Usage Portlet.</li> <li>Easily create renewal contracts based on usage information</li> <li>Automatic decrement based on sales orders, cases or time</li> <li>Usage reporting tools</li> </ul>

**Renewals Management**

*Increase productivity and accuracy with renewal automation*

<i>Business Benefits</i>	<i>Features</i>
<p>The contract dashboard provides immediate visibility into contracts about to expire. Proactively manage the renewals process to maximize contract value and prevent revenue leakages.</p> <ul style="list-style-type: none"> <li>Proactively manage renewals</li> <li>Eliminate re-entry of data</li> <li>Identify up-sell and cross-sell opportunities</li> <li>Prevent revenue leakage</li> </ul>	<ul style="list-style-type: none"> <li>Automated renewal reminders</li> <li>Calculate renewals with co-terminus end dates</li> <li>Flexible renewal amount calculation</li> <li>Combine multiple contracts into one renewal contract</li> <li>Easily locate customers by name, address, phone number, zip code, customer ID or equipment serial number</li> <li>View original equipment or software purchase dates to up-sell</li> </ul>

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**Contract Accounting**

*Eliminate spreadsheets and manual tasks to improve Contract accounting accuracy*

Business Benefits	Features
<p>Simplify accounting processes with automated billing features. Ensure strong financial compliance by continuously maintaining a complete audit trail on all entries and changes.</p> <ul style="list-style-type: none"> <li>• Improve billing accuracy</li> <li>• Enhance audit-ability and trace-ability</li> <li>• Improve Cash- flow</li> <li>• Reduce paperwork and improve efficiency</li> <li>• Eliminate risks of error prone manual processes</li> </ul>	<ul style="list-style-type: none"> <li>• Customizable billing schedules</li> <li>• Bill in advance or arrears, and pro-rate partial months</li> <li>• Fully integrated to general ledger</li> <li>• Complete audit trail</li> <li>• Simplified period-end close process</li> <li>• Customer self-service options</li> </ul>

