

*Schedule with Confidence, Service for Profit!*

### e-Service Dashboard

- Real-time Service KPI's
- Work Orders
- Resource Schedules
- Inventory Logistics
- Profitability

### Service Scheduling & Tech Portal

- Technician Availability, Skills & Location
- Service Prioritization
- Material & Equipment Required
- Customer Specific Instructions
- Provide your techs with all the information they need no matter where they are

### Job Costing

- Reduce job cost administration
- Ensure job, work order, project or installation profitability
- WIP Functionality

### Work Order Management

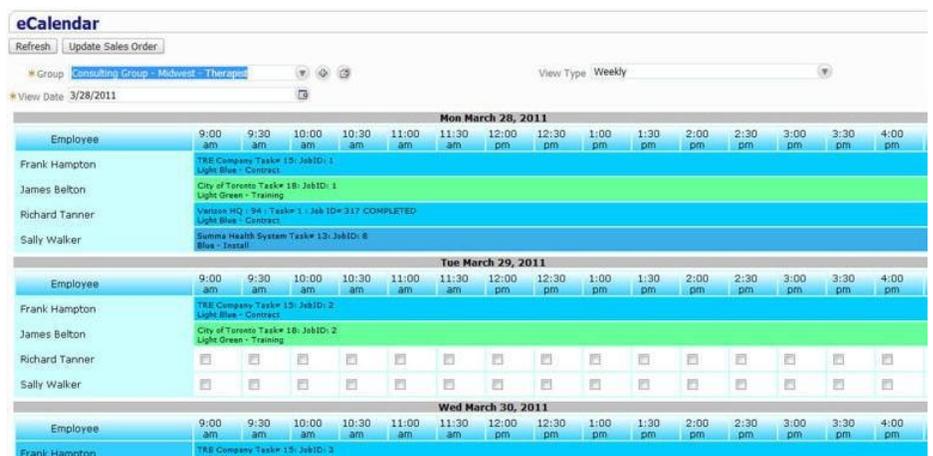
- Assign Technicians & Equipment
- Track Time, Expense, and Parts
- Monitor profitability
- Invoice and Bill efficiently
- Manage warranty exposure

### Depot Repair

- Ensure inventory and parts availability
- Manage multi-location parts inventory
- Manage depot repair activities
- Track parts requisitions and ordering
- Effectively process returns

e-Service is an integrated service management solution that enhances productivity across the service order lifecycle. e-Service energizes the work-order to cash process to deliver enhanced service levels and maximize profitability.

Epiphany's e-Service is the only solution of its kind built on the SuiteCloud Platform, that gives you the ability to easily manage jobs at every stage - from Estimate to Closed, all within your NetSuite Sales Order.



e-Service is a robust, yet simple and efficient solution that helps you manage technician scheduling, time tracking, inventory, sales, job costing, warranty & maintenance contracts, billing schedules, work orders and more.

e-Service allows services based organizations to deliver with confidence and service for profit!

*"We are currently using the e-Service module to manage our installation staff who are going to cell towers all over the US. We create estimates, work orders and inventory transactions using this system and are impressed with the ability for our techs to input information on their Android devices while on site. The management of their time, expenses and activities through the portal allows our team to have real time information on what is happening in the field. Without this system we would still be sending spreadsheets all over ! We are saving time and creating increased profitability with this module."*

*Vice President, Finance, MyCom*



*Schedule with Confidence, Service for Profit!*

## Business Benefits and Features

| Work Order Management  |   |
|--|---|
| Drive higher profitability with efficient work order processing  |   |
| Business Benefits  | Features  |
| <p>Delivering the service is only step one. Ensuring that time, parts and service are quickly and accurately billed ensures cash flow and prevents profit leakage.</p> <p>e-Service Work Order management provides you:</p> <ul style="list-style-type: none"> <li>A fully integrated service order-to-cash process within a single system</li> <li>Clear visibility into work order profitability</li> <li>Ability to process and bill service orders more efficiently to maximize cash flow</li> </ul> | <ul style="list-style-type: none"> <li>Monitor work order status and fulfillment in real-time</li> <li>Assign parts and inventory to work orders and jobs</li> <li>Calculate and monitor work order profitability</li> <li>Easily create, assign and update work orders</li> <li>Track time and expenses for work orders, jobs and customers</li> <li>Quickly and accurately invoice work orders</li> <li>Warranty Management (renewal &amp; contract management sold separately)</li> <li>Validate work orders against contract entitlements and Service Level Agreements</li> </ul> |

**Orders**  
30

59

**Today's Cases:**

Stage: All | Assigned To: All | Status: All | Company: [dropdown]

From-To: 2066384 - 2066393 | Total Found: 11

| Item    | Number  | Incident Date      | Subject           | Company                           | Priority                         | Category | Status      |
|---------|---------|--------------------|-------------------|-----------------------------------|----------------------------------|----------|-------------|
| 2066384 | 2066384 | 3/26/2013 12:20 pm | Error 908         | Comteck Communications Technology | System Severely Degraded         |          | Not Started |
| 2066385 | 2066385 | 3/26/2013 12:38 pm | Faulty wiring     | Luminex                           | System Severely Degraded         |          | Not Started |
| 2066386 | 2066386 | 3/26/2013 12:39 pm | Overheating       | Net One Systems                   | Operational Performance Affected |          | Not Started |
| 2066387 | 2066387 | 3/26/2013 12:40 pm | Error code 506    | Altamirano Apartments             | Operational Performance Affected |          | Not Started |
| 2066388 | 2066388 | 3/26/2013 12:42 pm | Part missing      | Anadarko                          | Operational Performance Affected |          | Not Started |
| 2066389 | 2066389 | 3/26/2013 12:43 pm | Unit 2 down       | Antlach Construction Company      | System Severely Degraded         |          | Not Started |
| 2066390 | 2066390 | 3/26/2013 12:44 pm | Error 909         | Coffee, Halter & Griswold LLP     | Operational Performance Affected |          | Not Started |
| 2066391 | 2066391 | 3/26/2013 12:45 pm | Error 1001        | Johar Software Corporation        | System Down / Emergency Critical |          | Not Started |
| 2066392 | 2066392 | 3/26/2013 1:09 pm  | System error 1070 | Comteck Communications Technology | Operational Performance Affected |          | In Progress |
| 2066393 | 2066393 | 3/26/2013 1:41 pm  | Error code 990    | Comteck Communications Technology | System Severely Degraded         |          | Not Started |

Quick Add

**Units Currently In Repairs:**

From-To: 02-901 - 77-103 | Total Found: 15

| Item                  | Unit #    | Item                  | Customer        | SM Unit Under Warranty | Case |
|-----------------------|-----------|-----------------------|-----------------|------------------------|------|
| REC-558UDC            | 02-901    | REC-558UDC            | Net One Systems | Yes                    |      |
| REC-558UDC            | 09-201    | REC-558UDC            | Net One Systems |                        |      |
| BX7200                | 12303a    | BX7200                | Net One Systems |                        |      |
| BX7200                | 12303b    | BX7200                | Net One Systems |                        |      |
| Badge Scanner Item    | 218-6521  | Badge Scanner Item    | Net One Systems |                        |      |
| Security Alarm System | 500-10055 | Security Alarm System | Marriott Hotel  |                        |      |
| PW9170                | 500-101   | PW9170                | Net One Systems | Yes                    |      |
| Badge Scanner Item    | 541-1447  | Badge Scanner Item    | Luminex         |                        |      |
| REC-558UDC            | 77-102    | REC-558UDC            | Net One Systems | Yes                    |      |
| UPS 1000 Battery      | 77-103    | UPS 1000 Battery      | Net One Systems | Yes                    |      |



*Schedule with Confidence, Service for Profit!*

| Service Scheduling & Tech Portal   |   |
|--|---|
| <i>Schedule with confidence for service excellence</i>   |   |
| <i>Business Benefits</i>   | <i>Features</i>   |
| <p>Effectively managing the complexities of availability, skill requirements, and customer demands is critical to service resource planning and assignment, no matter where you and your team are.</p> <p>Service Scheduling &amp; Tech Portal empowers you to:</p> <ul style="list-style-type: none"> <li>• Centralize scheduling and dispatching</li> <li>• Effectively identify and assign available resources</li> <li>• Improve service levels</li> <li>• Enhance customer satisfaction</li> <li>• Utilize resources efficiently</li> <li>• Mobilize your workforce, allowing for work order views and updates no matter where they are.</li> </ul> | <ul style="list-style-type: none"> <li>• eService dashboard lets you see your entire day at a glance:               <ul style="list-style-type: none"> <li>■ New orders that sales people have entered</li> <li>■ Service events that need to be Scheduled, Confirmed, Completed</li> <li>■ Monitor which techs are assigned to what jobs</li> </ul> </li> <li>• Manage technician skill sets then dispatch the best resource to work orders</li> <li>• Easily locate customers by name, address, phone number, zip code, customer ID or equipment serial number</li> <li>• Quickly print work orders and customer specific instructions</li> <li>• Automatically notify clients of scheduled service calls</li> <li>• Manage call escalations and workflows</li> <li>• Field team can view and update work orders, time sheets, and schedules in the field.</li> </ul> |

| Job Costing   |   |
|---|---|
| <i>Gain greater visibility and control of project and job related costs</i>   |   |
| <i>Business Benefits</i>  | <i>Features</i>   |
| <p>Specifically designed for tracking revenue and costs against a job, sales order, work order or contract This powerful solution allows you to track revenue and allocate every expense incurred providing you with the real-time data necessary to make educated decisions required to drive profitability and customer satisfaction.</p> <p>e-Job Costing allows you to:</p> <ul style="list-style-type: none"> <li>• Reduce job cost administration</li> <li>• Ensure job, work order, project or installation profitability</li> <li>• Accurately recognize revenue and cost accruals</li> </ul> | <ul style="list-style-type: none"> <li>• Track profitability on:               <ul style="list-style-type: none"> <li>○ Sales Orders</li> <li>○ Work Orders</li> <li>○ Jobs/Projects</li> <li>○ Contracts</li> </ul> </li> <li>• Categorize revenue &amp; Costs               <ul style="list-style-type: none"> <li>○ Up to 10 different categories may be defined</li> </ul> </li> <li>• Three labor costing methods</li> <li>• Job summary information</li> <li>• Drill-down detail by category</li> <li>• Material management</li> <li>• Historical Graph</li> <li>• WIP functionality</li> </ul> |

*Schedule with Confidence, Service for Profit!*

| Costs                       |             | Revenue                     |                    |
|-----------------------------|-------------|-----------------------------|--------------------|
| PO Est. Cost Total          | \$7,228.33  | SO Total                    | \$43,305.84        |
| SO Est. Cost Total          | \$14,375.00 | Return Auth. Total          | \$0.00             |
| Vendor RMA Est. Cost Total  | \$0.00      | Estimated Revenue Total     | \$43,305.84        |
| RMA Est. Cost Total         | \$0.00      |                             |                    |
| Estimated Costs Total       | \$21,603.33 | Invoice Revenue Total       | \$43,305.84        |
| Bill Total                  | \$7,228.33  | Invoice Discount Total      | \$0.00             |
| Bill Discount Total         | \$0.00      | Cash Sale Revenue Total     | \$0.00             |
| Bill Credit Total           | \$0.00      | Cash Sale Discount Total    | \$0.00             |
| Check Total                 | \$0.00      | Credit Memo Total           | \$0.00             |
| Invoice Act. Cost Total     | \$0.00      | Cash Refund Total           | \$0.00             |
| Credit Memo Act. Cost Total | \$0.00      | Journal Entry Revenue Total | \$0.00             |
| Cash Sale Act. Cost Total   | \$0.00      | Actual Revenue Total        | \$43,305.84        |
| Cash Refund Act. Cost Total | \$0.00      |                             |                    |
| Expense Report Total        | \$0.00      | <b>Grand Total Revenue</b>  | <b>\$43,305.84</b> |
| Journal Entry Total Cost    | \$0.00      | <b>Grand Total Costs</b>    | <b>\$8,548.33</b>  |
| Transaction Cost Total      | \$7,228.33  | <b>Grand Total GP</b>       | <b>\$34,757.51</b> |
| Time Total Cost             | \$1,320.00  | <b>Grand Total GP %</b>     | <b>80.26%</b>      |
| Non-Posting Costs           | \$0.00      |                             |                    |
| Actual Cost Total           | \$8,548.33  |                             |                    |

| Asset Tracker  |  |
|--|--|
| <i>Keep track of your assets with ease</i>   |  |
| Business Benefits  | Features   |
| <p>Track fixed assets, vendor items, software, rental units or anything with a unique identifier through a purchase to the sale/implementation cycle and easily associate that asset with all repairs, add-on materials, &amp; more.</p> <ul style="list-style-type: none"> <li>Automate your asset tracking process in NetSuite</li> <li>See instantly all information about your asset:               <ul style="list-style-type: none"> <li>Where the asset is stored</li> <li>How it is distributed to locations &amp; customers</li> <li>Units sold &amp; when to replenish inventory</li> <li>Service history</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>e-Asset Tracker gives you the ability to know:               <ul style="list-style-type: none"> <li>What is the asset?</li> <li>Where is the asset?</li> <li>Who owns the asset?</li> <li>Who can service the asset?</li> <li>How can the asset be serviced?</li> </ul> </li> </ul> |

| Depot Repair   |   |
|--|---|
| <i>Lean and efficient repair processes</i>   |   |
| Business Benefits  | Features  |
| <p>Clear visibility into pending returns and repair status and the ability to track location of repair unit through the entire repair process.</p> <ul style="list-style-type: none"> <li>Real-time visibility into status of unit during the repair process</li> <li>Collaboration between repair-service and third party providers</li> <li>Historical data maintained on the unit record</li> </ul> | <ul style="list-style-type: none"> <li>Returns handling and serial number tracking</li> <li>Return material authorization (RMA) processing</li> <li>Repair order management</li> <li>Loaner management</li> <li>Flexible location definition for fixed and virtual inventories</li> </ul> |

*Schedule with Confidence, Service for Profit!*

**Reminders**

- 10 Return Authorizations to Approve
- 5 Return Authorizations to Receive
- 142 Orders to Fulfill

**Recent Records**

- Baylor - Video Conference Project
- All World Produce SO: Sal EC Contracts
- 4170 SM Work Order
- 4271 - Friendly Honda Yam SM Work Order
- Comteck Communications Te Customer
- Sales Order #552 Comteck Communications
- University of Calgary SO: EC Contracts
- 4372 - Comteck Communicat SM Work Order

**Settings**

- Personalize Dashboard
- Set Preferences
- Edit Custom Tab

**Today's Cases:**

Stage: Not Closed | Assigned To: - All - | Status: - All - | Company: \_\_\_\_\_

From-To: 2066384 — 2066386 | Total Found: 11

| New | Edit | View | Number  | Incident Date      | Subject       | Company                           | Priority                         | Category | Status      |
|-----|------|------|---------|--------------------|---------------|-----------------------------------|----------------------------------|----------|-------------|
|     |      |      | 2066384 | 3/26/2013 12:20 pm | Error 808     | Comteck Communications Technology | System Severely Degraded         |          | Not Started |
|     |      |      | 2066385 | 3/26/2013 12:38 pm | Faulty wiring | Luminex                           | System Severely Degraded         |          | Not Started |
|     |      |      | 2066386 | 3/26/2013 12:39 pm | Overheating   | Net_One Systems                   | Operational Performance Affected |          | Not Started |

Quick Add

---

**SLA Workflow Report:**

Coverage Priority: - All - | Stage: Not Closed | Assigned To: - All - | Awaiting Support Reply: \_\_\_\_\_

From-To: 12/21/2012 — 1/31/2013 | Total Found: 19

| New | Edit | View | Priority       | Number | Company                           | Case Priority                    | SLA      | Hours | Last Updated       |
|-----|------|------|----------------|--------|-----------------------------------|----------------------------------|----------|-------|--------------------|
|     |      |      | Priority Two   | 215    | Comteck Communications Technology | System Severely Degraded         | 24 Hours |       | 10/27/2013 9:13 am |
|     |      |      | Priority One   | 212    | Luminex                           | Operational Performance Affected | 24 Hours |       | 10/31/2013 3:35 am |
|     |      |      | Priority Four  | 204    | Sandwich Telecom Sales            | Technical Configuration Issue    | 4 Hours  |       | 25/1/2013 3:38 am  |
|     |      |      | Priority Three | 207    | Sandwich Telecom Sales            | Operational Performance Affected | 4 Hours  |       | 50/1/2013 3:38 am  |
|     |      |      | Priority One   | 208    | Luminex                           | System Severely Degraded         | 24 Hours |       | 10/1/2013 3:40 am  |

Quick Add

---

**Priority One Cases:**

Total Found: 3

| New | Edit | View | Case No. | Subject       | Company                           | Time From Last Message | Incident Date      | Date Created       | Status      |
|-----|------|------|----------|---------------|-----------------------------------|------------------------|--------------------|--------------------|-------------|
|     |      |      | 2066384  | System Down   | Comteck Communications Technology | 47:36                  | 3/26/2013 12:40 pm | 3/26/2013 12:38 pm | Not Started |
|     |      |      | 2066385  | Faulty wiring | Luminex                           | 49:32                  | 3/26/2013 12:38 pm | 3/26/2013 12:38 pm | Not Started |
|     |      |      | 2066384  | Error 808     | Comteck Communications Technology |                        | 3/26/2013 12:20 pm | 3/26/2013 12:21 pm | Not Started |

Quick Add

## Additional Epiphany Products

Epiphany can help you manage every aspect of your service business, no matter what size or type of business you have.

Make sure to ask about these additional Epiphany solutions:

**e-Rentals Management**

**e-Contract Management**

**e-HR Management**

**e-Project Budget Management**

**e-Integration**

