



POWERTOOLS



WORK SMARTER, NOT HARDER

Spend less time on administrative tasks and more time on activities that provide value to your customers and improve the bottom line.

PowerTools is a back-end automation suite that leverages the power of Tigerpaw's rich feature set.

Automate time consuming administrative tasks and provide a level of service to customers that drives customer retention and repeat purchases.

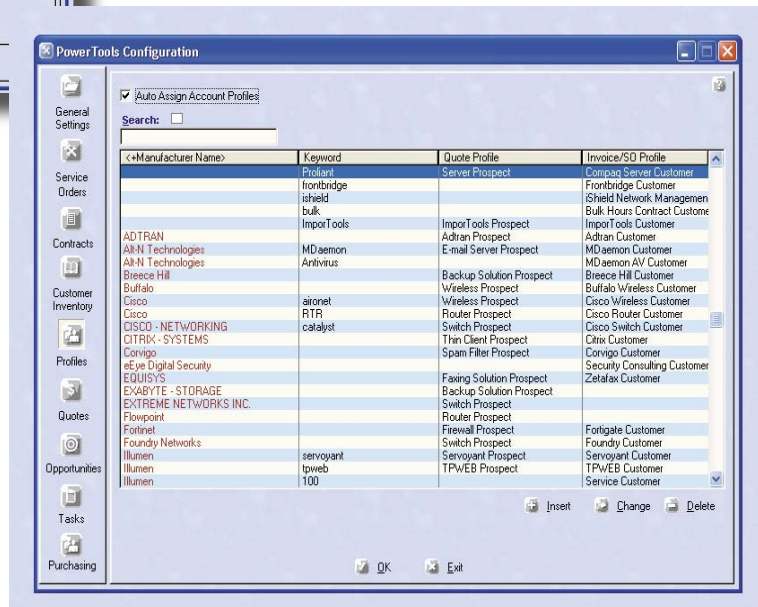
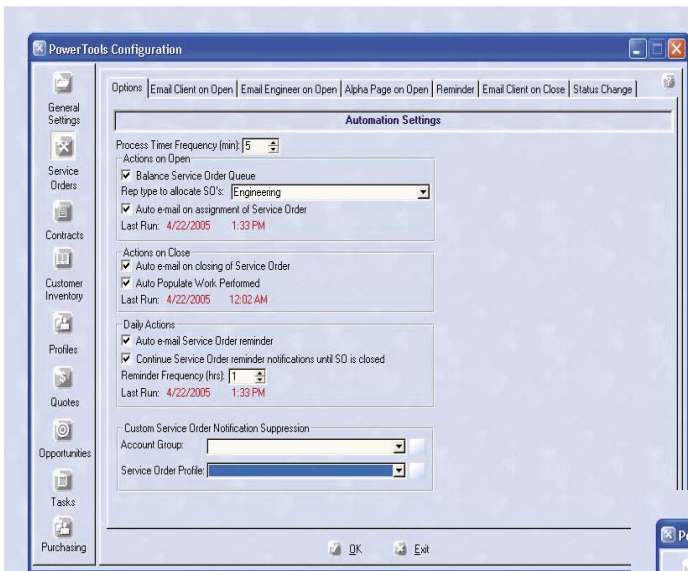
THE CURRENT SCENARIO:

A customer calls in to request service. You open a service order, write an e-mail to the customer confirming the open service order and send it.

The service order queues are then assessed by your dispatcher, who assigns the service order to the technician with the shortest queue.

The dispatcher sends an e-mail about the service order to the technician and a shorter version to the technician's pager.

These tasks and others that are critical to your business can now be automated with PowerTools.



POWERTOOLS BENEFITS TO YOUR COMPANY

- ❖ Keep customers and staff informed about the status of service orders and maintenance expirations
- ❖ Improve response times to customer requests
- ❖ Stay informed automatically of impending warranty and contract expirations
- ❖ Keep marketing profiles current and accurate

GENERAL SETTINGS

- ❖ Send e-mail notification messages to the following:
 - Service Manager
 - Sales Manager
 - Contract Manager
 - Product Maintenance Manager
 - Assigned Technician
 - Customer

SERVICE ORDERS

- ❖ Send a service order confirmation e-mail to the client when a service order is opened
- ❖ Automatically balance technicians' service order queues
- ❖ Alert the primary engineer via e-mail when a service order is opened and cc: the service manager, sales manager and/or contract manager
- ❖ Alert primary engineer on service open via alpha page
- ❖ Alert the primary engineer via e-mail of an SLA expiration and cc: the service manager, sales manager and/or contract manager
- ❖ Automatically populate the Work Performed field from the time log entries of a service order
- ❖ Notify the client via e-mail when a service order is closed and cc: the service manager, sales manager and/or contract manager

CONTRACTS

- ❖ Automatically generate monthly service order reports to clients and cc: the contract manager, sales manager and/or service manager
- ❖ Specify which contract types are included in monthly service order reports
- ❖ Log monthly service order report activity to the journal
- ❖ Notify sales reps and/or clients via e-mail of pending and existing contract expirations and cc: the contract manager, sales manager and/or service manager
- ❖ Define notification criteria for contract expirations

CUSTOMER INVENTORY

- ❖ Notify customers and sales staff about pending or existing product warranty and preventative maintenance schedule expirations and cc: the sales manager, service manager and/or contract manager
- ❖ Define pending notification criteria

MARKETING

- ❖ Define rules for maintaining account profiles based on manufacturer and/or keywords in quotes, invoices or service orders
- ❖ Run account profile rules retroactively on all past quotes, invoices and service orders

QUOTES

- ❖ Send quote expiration notifications via e-mail to sales staff and cc: the sales manager
- ❖ E-mail clients when quotes expire
- ❖ Define notification parameters, including quote approval, status and time until expiration

OPPORTUNITIES

- ❖ Alert sales staff via e-mail of expiring and dormant opportunities and cc: the sales manager
- ❖ Define notification parameters including, number of days after last update and number of days until estimated completion

TASKS

- ❖ Notify Tigerpaw users via e-mail when new tasks are scheduled for them by other users
- ❖ Send copies of task notifications to the sales manager, service manager, contract manager, purchasing manager and/or the product maintenance manager

PURCHASING

- ❖ Alert the user who submits a P.O. about delayed arrival of the order and cc: the purchasing manager and/or the sales manager
- ❖ Define notification criteria based on number of days after P.O. date.

HARDWARE AND SOFTWARE REQUIREMENTS

- ❖ Windows 2000 Server or Windows Server 2003
- ❖ Intel Pentium III processor or higher
- ❖ 256 MB of RAM
- ❖ 10 MB of free hard drive space

ORDERING INFORMATION

- ❖ ITP-PT10 PowerTools 1-10 Seats
- ❖ ITP-PT25 PowerTools 11-25 Seats
- ❖ ITP-PT99 PowerTools 26-99 Seats
- ❖ ITP-PT00 PowerTools Unlimited Seats
- ❖ PowerTools can be purchased as part of the Complete Suite Bundle. The Complete Suite Bundle includes: PowerTools, PriceBook Accelerator, TPWeb Customer Service Portal and TPWeb Employee Service Portal

YEARLY SOFTWARE MAINTENANCE

- ❖ ITP-PT10-SMP1 PowerTools 1-10 Seats
- ❖ ITP-PT25-SMP1 PowerTools 11-25 Seats
- ❖ ITP-PT99-SMP1 PowerTools 26-99 Seats
- ❖ ITP-PT00-SMP1 PowerTools Unlimited Seats

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