



# EDIFICE™ Service Management

## SCHEDULING

EDIFICE Service Management has a fully featured scheduler that allows equipment and staff to be scheduled for both billable and non-billable work.

## ASSET MANAGEMENT

Service Management maintains detailed equipment inventory by customer site, which allows utilities to track maintenance schedules and testing.

## SERVICE HISTORY

EDIFICE Service Management maintains a complete history of all service requests and work performed at a customer location. This history can be viewed and printed any time.



- Mobile or printed work orders with customer/location information including images are generated so that you have an audit trail.
- User defined problem and task codes make it easy to get work orders entered and scheduled.
- Incomplete work orders stay open and provide your staff with a way to follow-up with your field techs so that paperwork does not get lost.
- EDIFICE Service Management can be deployed using an in-house server or in a secure hosted environment; you have the freedom of choice.

## Service Management

Manage your customers and service infrastructure with Northern Data Systems' EDIFICE™ Service Management. Our robust feature, integrated with EDIFICE Utility Billing, allows for seamless flow of service calls into work orders - whether through mobile or printed formats. Track billable and non-billable work orders efficiently through our central dashboard, monitoring every step from entry to completion. Take advantage of our work order actions and automations to streamline your processes. Our fully featured scheduler ensures effective scheduling of equipment, staff, and inventory for all work.

Bills generated from work orders integrate with General Ledger so that revenues, costs, and inventory quantities are captured accurately for reporting and stocking purposes.

Enjoy unlimited problem task codes tailored to your needs. Our powerful reporting tools give you an insightful overview of the types of completed work, service requests, and the frequency of different work types and tasks.

## Managing Labor

Discover the time tracking tools in NDS' Service Management! With our Time Entry, utilities can keep track of all types of labor, including non-work order related labor such as office work. Whether you're using printed or mobile work orders, staying on top of labor is a whole lot easier.

Technician time sheet summaries to facilitate payroll can be generated and approved by the techs. This allows you to easily monitor time spent on work, types of jobs and tasks, as well as time spent at a designated location or on specific projects.



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