

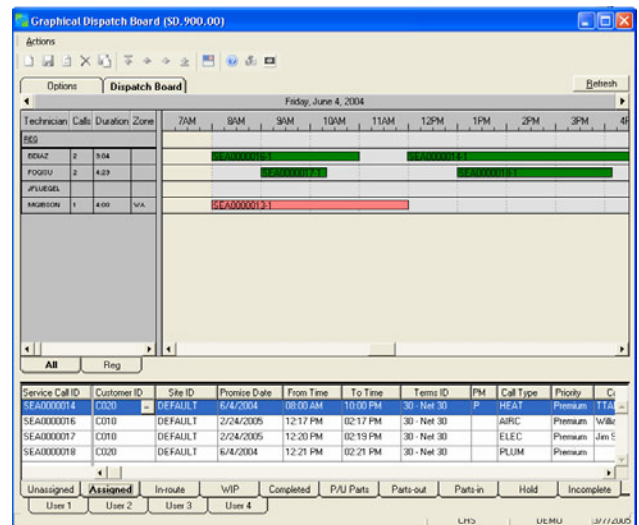
Service Series

Today's Service contractor is challenged to provide timely and responsive customer service, despite all the variables that can impact both you and your customers. Spitfire helps you get control of these factors and helps you provide exemplary customer service. The applications covered in this series include:

Service Dispatch

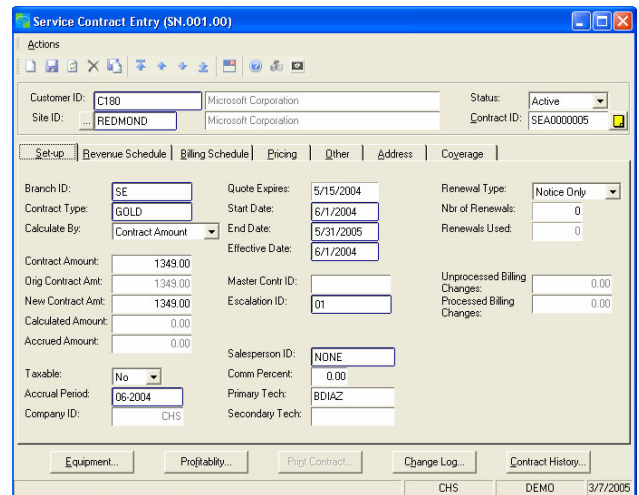
Entering and managing service calls is a never ending challenge for most service organizations. Speed, accuracy, and control over factors ranging from customer credit to technician availability are paramount to ensuring that your service business remains efficient and profitable. Just as important, properly staging and completing your service work is necessary to keep your customers happy and coming back. Our dispatch board can provide a graphical view of who's working where and allows you to assign the proper technician, follow through to get the work completed as quickly as possible, bill accurately, and make certain that your customers' accounts are current. Tools like GPS mapping assist in keeping you in touch with your service fleet at all times.

Control is what it's all about.



Service Contracts

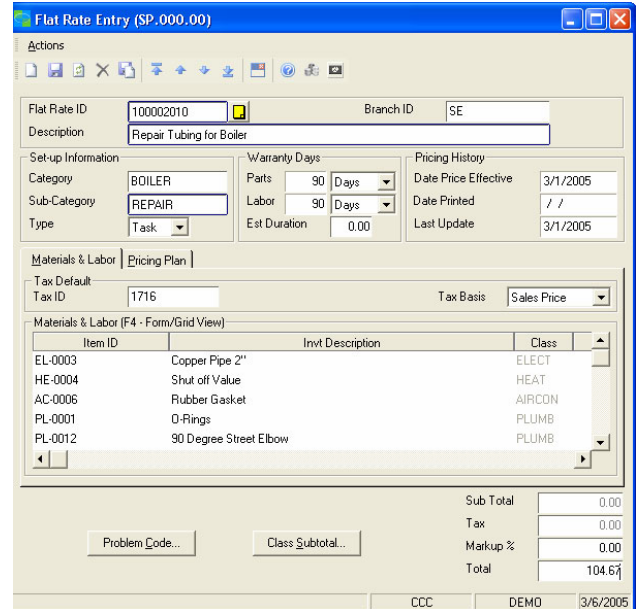
For a service contractor, establishing, maintaining and renewing on-going preventive maintenance contracts assures that steady stream of revenue that you count on. Spitfire provides the tools to help you maximize your profit potential at contract inception, effectively monitor costs incurred during the contract life cycle, maximize add-on sale opportunities, and ensure that your customers remain your customers—year after year. Scheduling preventive maintenance work is easy with our PM task rollover capability. It allows your dispatcher to see what needs to be done and schedule it as time permits. It is just as critical that your dispatcher understand work that applies to a service agreement versus billable extras. With Spitfire, everyone is aware of a customer's requirements and status before the technician is dispatched—allowing you to maximize every revenue opportunity.



Service Series

Flat Rate Pricing

To remain competitive, you need to quote pricing for furnishing of specific products and services quickly and accurately. Our Flat Rate Pricing application allows you to build product bundles that you can quote at a flat price, yet analyze at a detailed level. Combine labor, material and third party services into a single product that your service technicians can quote on the spot. Being able to respond quickly and definitively will gain you more add-on sales and service upgrades. You will also benefit with our direct integration to Service Dispatch; your customer service representatives will have the option of billing a dispatched call using the flat rate price catalog and allowing you to expedite invoicing and speed up your cash flow. If you perform flat rate work, this application is a must.

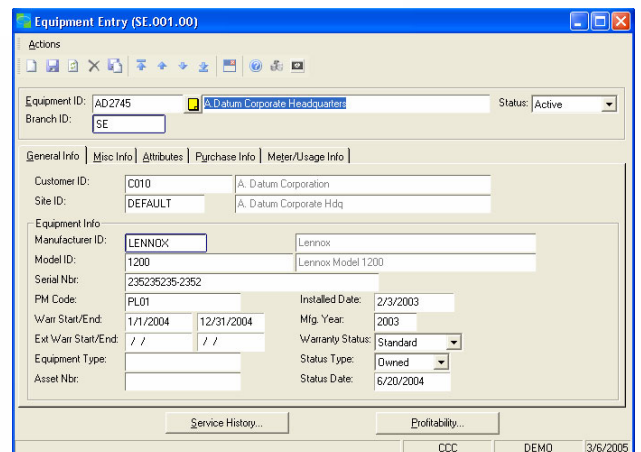


Item ID	Invst Description	Class
EL-0003	Copper Pipe 2"	ELECT
HE-0004	Shut off Valve	HEAT
AC-0006	Rubber Gasket	AIRCON
PL-0001	O-Rings	PLUMB
PL-0012	90 Degree Street Elbow	PLUMB

Sub Total: 0.00
Tax: 0.00
Markup %: 0.00
Total: 104.67

Equipment Maintenance

In preventative maintenance work, understanding what is covered and what needs to be done are key components of ensuring profitability. Equipment maintenance allows you to set up individual pieces of equipment with all relevant information to guarantee that you manage the PM process quickly and completely. Along with information about the equipment itself (including warranty dates and special parts information) you can track PM tasks and work order history for that particular equipment piece. Full integration with Service Dispatch means that scheduling this work is easy and painless. Furthermore, analysis of the service history will allow your sales group to recommend replacing aging or troublesome equipment. The end result is happier customers and greater profitability.



Equipment ID: AD2745 | Branch ID: SE | Status: Active

Customer ID: C010 | Site ID: DEFAULT

Manufacturer ID: LENNOX | Model ID: 1200 | Serial Nbr: 235235235-2352

PM Code: PL01 | Warr Start/End: 1/1/2004 - 12/31/2004 | Ext Warr Start/End: // - //

Installed Date: 2/3/2003 | Mfg. Year: 2003 | Warranty Status: Standard | Status Type: Owned | Status Date: 6/20/2004