

eService Module for Sage MAS 90 and MAS 200

Product Information

Conative Systems, Inc. (CSI) has spent almost two decades developing and implementing service industry software systems. Our software modules have been well received within the sales and service industry and we are confident that the value received from our products will significantly enhance your operations.

This White Paper brings out the benefits of eService Module and related Sage MAS 90 and 200 Accounting elements for managing your business from the service department to accounting.



White Paper

Conative Systems, Inc, has been in business since 1990. Our focus has been the service and repair industries. Over two decades we have developed and implemented industry specific business management systems integrated to the robust Sage MAS 90 and 200 Accounting system.

The Service Manager products are easy to install, easy to train, and simple to operate for first-time Users. As a result of streamlined functionality and value-added features we are well received by both End Users and Management. The unique features we offer can enhance your competitive edge and reduce cost. We believe that the inclusion of Service Manager in your operations will further your company's long-term strategy.

Our years of experience in implementing business systems places us in a unique position to offer qualified consulting and implementation services to ensure a successful business system.

Keeping up with trends and delivering vital products is a job we take seriously. Upgrades are typically delivered quarterly and consists mostly of new features such as new reports, added User requested functions, and database updates for pricing, flat rates, etc.

Our relationship starts with the installation and continues well after post-implementation. Useful upgrades and information is offered throughout the year. Customer feedback and our own research is compiled into valuable upgrades and newsletters and automatically sent to our clients.

Contact Us

For more information about Service Manager System. Please call us at (951) 694-5333 or send us an email to: info@conativesystem.com

Conative Systems, Inc.

Service Manager Business Solutions

White Paper

eService - Overview

eService is a web-base solution for entering information, managing sales and service, and reporting for both customers and your staff. Designed both for the customer and technician eService provides a self-service portal. Field techs can view and management jobs assigned to them. Customer can enter new requests for jobs and view their service information. Available for anyone who can get to Internet Explorer or Netscape.

Fully integrated with Sage MAS 90 or MAS 200 as well as Service Manager products. Three levels of security between your data and the outside world.

Customizable. Our eService Module can be tailored for specific needs both functionally and in appearance. Many of the changes can be completed by the end user via HTML edits.

White Paper

eService - Benefits

- * Instant updating of service accounts. Managers can see current status of field jobs and customer requests.
- * Get billing in sooner. Techs can enter their job data onsite or at home.
- * Customers can quickly place we orders and get access to current service status, greatly improving customer relations.

White Paper

eService - Features

Standard Version

- * User-definable fee schedules.
- * Equipment Location Tracking.
- * Instantly prints rental agreement.
- * Flexible billing options including billing for lost accessories and damaged equipment.
- * Service Rental equipment, tracks cost.