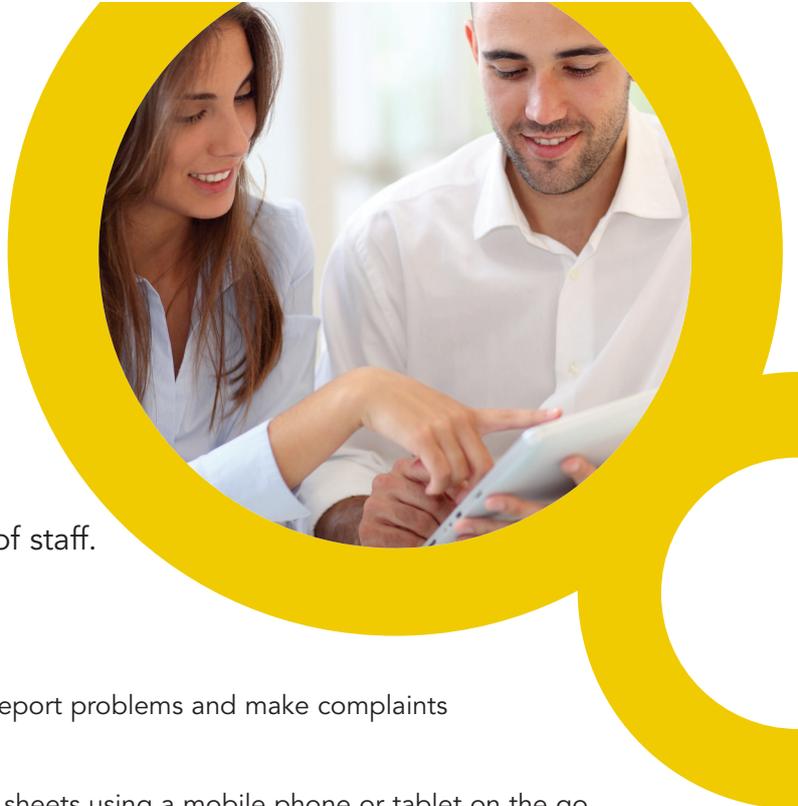




AdvantEDGE

AdvantEDGE Customer Service (Clarity)

module enables management and analysis of jobs and timesheets a for multiple members of staff.



New for 2016

- Customer Service portal – members of the public can report problems and make complaints via the Council's web site
- Timesheet App – staff can access jobs and record time sheets using a mobile phone or tablet on the go

Main features provided

- Manage outstanding and completed jobs
- Time recording includes date, client or division, activity, items supplied and time completed
- Allows sub jobs and recording of time against jobs/sub jobs
- Create templates of activities for members of staff
- Individual members of staff can record their own work details
- Units of time as small as 1 minute can be recorded
- Record invoice number and maintain details of invoices against time spent
- Flexible Reports for jobs, time spent, activities, staff, clients, divisions all available
- Summary and detailed version of reports available for different purposes
- Management Reports also available
- Print blank time sheets for manual completion
- Tag times to exclude them from future reports ie having previously been reported or invoiced
- Report on the annual salary costs of activities
- Integrates with **AdvantEDGE Facilities**
- Staff rosters are automatically recorded in time sheets



AdvantEDGE

Online Hosting (Cloud Computing) means that the software and data are held on a remote server in the cloud. **This enables access from any Windows, Apple and Android device with an internet connection.** You are always running the latest version of the software and EDGE backs up your data. Also, you can optionally retrieve and store a local copy by FTP download. **Support** is included in the prices quoted.

No Capital Expenditure. Payment for the use of **AdvantEDGE** is via a leased term contract (3 or 5 years), payable annually in advance. The pricing is for one concurrent, trained user (i.e. more than one person can use the system, but only one at a time). Additional concurrent users are charged at £95 per annum and are able to use all AvantEDGE modules subscribed to. There is no maximum number of users.

We can offer telephone training by the hour which is particularly useful for getting you started, for new members of staff and refresher training.

The software **pricing** is banded by usage and full details are available upon request.

Price for the optional web portals and App's is an additional 20% of the annual fee.

The AdvantEDGE range

MODULE	Prices starting from (per annum)
Agendas & Minutes	£125.00
Allotments	£125.00
Cemeteries (Epitaph)	£140.00
Facilities Bookings	£180.00
Finance	£180.00
Finance Lite	£110.00
Planning	£125.00
Street Furniture	£125.00
Customer Service (Clarity)	£125.00

Online Hosting



Cloud Computing



Secure Software and Data Centre



Personal Computers



Tablets



Smartphones