

Service Manager

AdvantEDGE Service Manager provides clarity for your services by enabling the management and analysis of jobs and timesheets for multiple members of staff.



Main features provided

- Paperless administration includes outbound email, photographs, and attachments
- Manage tasks, projects, faults, and problems as jobs
- Manage, track and progress issues reported by the public
- Outstanding jobs are scheduled and completed when finished
- Sub jobs enable main job to be divided into stages and allocated to staff
- Staff manage their time using timesheets for each job
- Email templates for different activities
- Comprehensive reporting
- Print blank time sheets for manual completion
- Report on the annual salary cost of activities

- All reports are easily previewed, printed, exported to PDF or Word, and emailed directly to recipient
- Integrates with **AdvantEDGE Facilities** module
- Staff rosters are recorded in timesheets in Service Manager

Future Development

- Integration with **AdvantEDGE Admin+** module to manage actions by creating jobs for each action, allocating staff and monitoring progress
- **Service Manager App** for staff working outside the office to manage their jobs and record timesheets
- **Report IT portal** to enable public to report problems via the council website

Online Hosting



Cloud Computing



Secure Software and Data Centre



Personal Computers



Tablets



Smartphones

Service Manager Pricing

Band	Employees (per annum)	5 Year Contract (annual price)
1	5	£151
2	10	£172
3	25	£230
4	50	£292
5	Unlimited	£335

3 year, 1 year and monthly contracts also available.
All prices correct as of 1st October 2021, and exclude VAT.



AdvantEDGE is **Software as a Service (SaaS)**. The software and data are held in the cloud on UK servers. Access is available from Windows, Apple or Android devices with an internet connection. You are always running on the latest version of the software and EDGE automatically backs up your data **every hour** at no extra cost to www.datto.com. **Support** is included in the price, and is available by phone, email and online helpdesk through which software enhancements can also be requested.

No Capital Expenditure. Payment for the use of **AdvantEDGE** is via a leased term contract; monthly, 1, 3 or 5 years. Pricing per concurrent user includes unlimited AdvantEDGE user logons. Each concurrent user account enables one AdvantEDGE user to connect at a time, and multi factor authentication (MFA) is available. Additional, concurrent users are £114 per annum and can use all AdvantEDGE modules subscribed to. **Escrow** is included to provide service for a 30 day period and the ability to download data with a 12 month software licence. Other escrow options available.

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