

CSM Contract Service Management



Features

- **Single Contract Multiple Jobs**
- **Health and Safety 5 point Risk Assessment**
- **Periodic scheduling**
- **Resource Planning and Control**
- **Task analysis**
- **Switchboard for all outstanding jobs**
- **Staff Skills and Shift Maintenance**
- **Detailed Personnel recording**
- **Working week analysis**
- **Flexible Job scheduling**
- **Recurring Work scheduling**
- **Consolidated Invoicing by Task, Job or Contract**
- **Detailed Document Design and print facility**
- **Links to Back Office Applications**
- **Microsoft Outlook 2003 look and feel**
- **Microsoft .NET Development platform**
- **Drill Down Navigational Enquiry**
- **Powerful User Driven reporting**

Manage your Business

Your business needs your fullest attention to maintain the highest service requests from your customers. CSM is designed to provide you with comprehensive field service information at your fingertips. CSM will improve the performance of your company and provide efficient use of resources.

CSM is simple to use, can be customized on a user by user basis and will make your entire field service business more manageable. CSM maintains all of your customer information, manages the products and services you provide, schedules your resources, handles various detailed invoicing methods and integrates fully to most back office business applications.

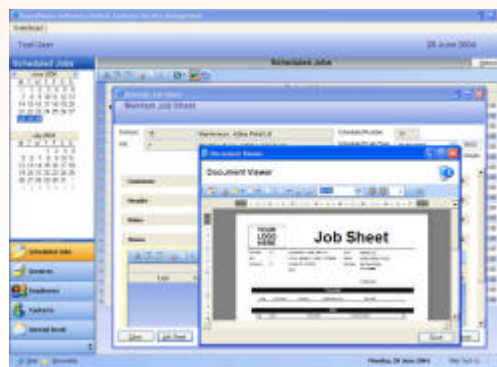
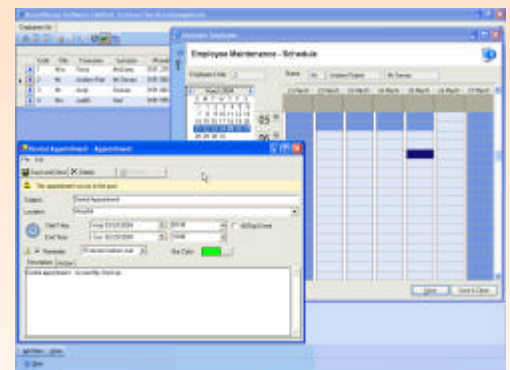
Introduction

CSM is a packaged Facilities Management Service system targeted at small and medium-sized companies that employ or contract resources to carry out service related tasks.

The application allows a wide range of industry sectors to make use of its versatile resource planning which allows for up to the minute allocation of staff and tasks to a job.

Effective planning and control over risks, health and safety, staff availability, repeat job maintenance and efficient client billing, makes CSM a powerful service management system.

Schedule client appointments and manage multiple employee calendars



CSM has a simple Microsoft Office 2003 look and feel, is easy to navigate around whilst enabling powerful desktop functionality such as exporting to Excel, outputting documents in Adobe .PDF and reading from Outlook mailboxes.

Printed job sheets maintains a profile of all tasks

CSM comes with a powerful Document Designer and Reports Generator in which users can produce their own document layouts and ad hoc reports.

CSM Contract Service Management



Key Industries

- **Contract Cleaners**
- **Carpet/Curtain cleaners**
- **Special Event Cleaners**
- **Window Cleaners**
- **Industrial Cleaning**
- **Air Condition Cos.**
- **General Maintenance**
- **Grounds Maintenance**
- **Septic Tank Servicing**
- **Installation Services**
- **Satellite**
- **Alarms and Security Systems**
- **Telephone Systems**
- **Computer Network**
- **Service Industry**
- **Property Management**
- **Care Services**

To learn more about what CSM can offer your business, contact us at:

T: +44 (0)1962 877649
F: +44 (0)1962 843085
W: www.roundhouse-sw.com

Roundhouse Software Limited
The Cavendish Centre
Winnall Close
Winchester
SO23 0LB



Innovate your service levels

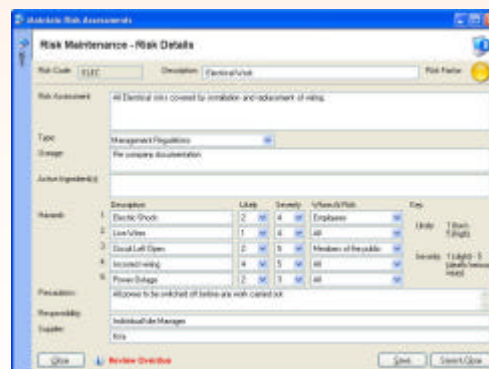
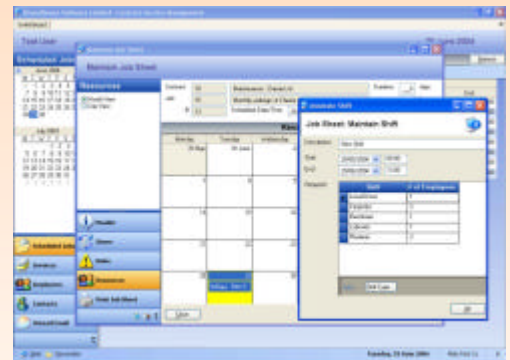
By harnessing the information in your Service system you can clearly communicate and deliver a message to your customers—quality. Knowing how well your company can deal with requests for help is critical to offering a quality service. CSM plans resources and lets you deal with mission critical decision making from one application. By placing resource planning and personnel management within a Job system, CSM analyses, creates and orchestrates the performance your customers demand—all from one system.

Key Benefits

Your business depends on co-ordination. From a customer's request for service, you can select the best resources suited to a job. CSM leads the way with its easy-to-use, comprehensive resource planning for the Facilities Management Service industry. Built with the service industry in mind CSM is easy to learn and use, allowing companies to focus on servicing their customers' needs instead of worrying about getting organized.

CSM not only schedules people to carry out tasks, it assigns resources to record the time and whereabouts of actions on a job. With a comprehensive invoicing feature this means no task is left unbilled.

Check available resources to carry out tasks at specific times for specific customers.



CSM takes Health and Safety very seriously with all levels of the products and services that a company provides auditable for risks and hazards that might be incurred. Risks can be identified and printed on job sheets at all levels.

Allocate risks and identify hazards against jobs and individual tasks

CSM will help field service companies by organizing operations, improving customer satisfaction and enhancing staff performance.