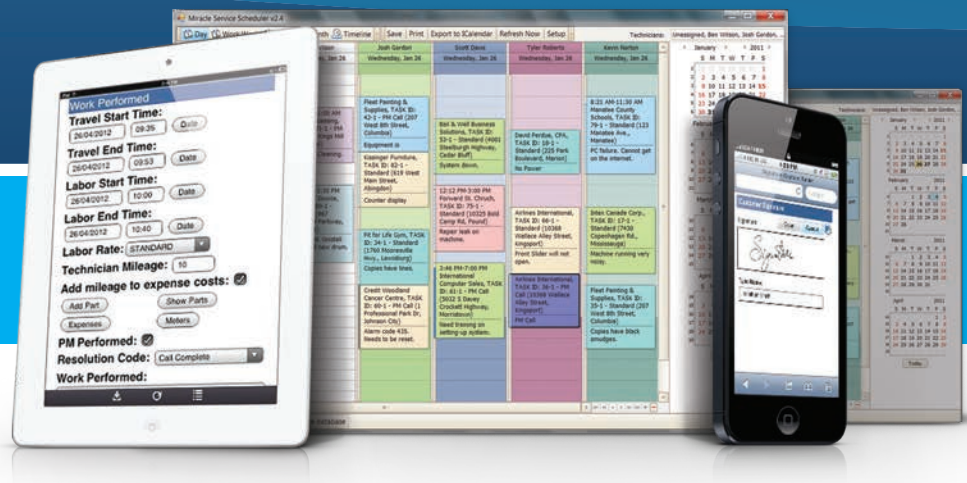


# Certificate Management + Mobile Field Service in One System



**MIRACLESERVICE**  
Simplified Service Management

# Welcome to Miracle Service

With over 5,000 users in over 45 countries, Miracle Service is the field service software of choice for thousands of service providers around the world. Miracle Service's field service management software equips you with everything your service business needs to become more efficient and more profitable.

Central to the Miracle Service approach to supporting our customers is our modular software license system. You only pay for what you need, as your business needs it. Start with the features you require today and easily add on as your company grows. It's that simple.

## Manage Your Complete Sales and Service Lifecycle



## Benefits to Your Business

- 1 Faster dispatching
- 2 Better parts management
- 3 Paperless calibration certificates
- 4 Streamlined workflow
- 5 Reduced service costs



# Miracle Service Software Overview

As a modular software license system Miracle Service comes with seven essential features to begin optimizing your business.

To further improve your efficiency and customization we also offer optional add-ons and industry specific modules.



“Mobile service management has become a necessity to stay competitive and ensure an efficient field service team and a happy, satisfied customer base.”

## Service Management Essentials

As a service business, you have many important tasks. Optimize them all within a single service management software platform.



### Technician Scheduling

Ensure your technicians are in the right place, at the right time, with the right parts.



### Preventative Maintenance

Automate with field service software and keep track of which equipment in your service base is due for preventative maintenance.



### Document Manager

The solution for managing, finding, and tracking electronic documents.



### Service Contract Management

Efficient and simple contract management ensures renewals, updates, and cancellations are properly maintained.



### Inventory Management

Optimize your parts inventory and make sure you have the right part for each job on hand.



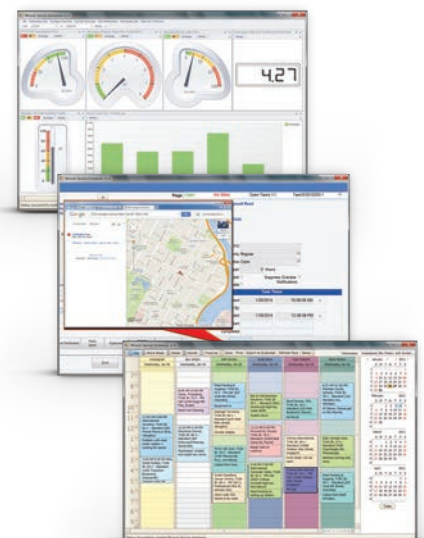
### Billing & Invoice Management

Easily create sales orders and invoices with automatically generated customer, quantity or special pricing.



### Management Reporting

Quickly generate valuable technician, customer, equipment and service contract profitability analysis.



## Optional Add-Ons

In addition to our standard features, Miracle Service offers multiple add-ons to further optimize your businesses efficiency and productivity.

### Accounting Exporter

Don't switch your accounting program! Export invoice and purchase order information from Miracle Service to your accounting application.

### Report Designer

Modify and create invoices, sales orders, service billing invoices, period billing invoices, purchase orders, service task tickets and custom reports.

### Event Manager

Automate your incident notification and escalation procedures, increasing response time to critical incidents and improving customer satisfaction.

### Yield Tracker

Track the supplies provided to your customers under contract. Either track supply usage based on the clicks on a machine or based on the total items shipped under the contract.

## Scale Industry

### Certificate Management and Retrieval System

Eliminate the need to manually create and store certificates and improve the efficiency of your on-site calibrations with customized electronic calibration certificates and inspection forms.

**How It Works:** Scale technicians record the data using their tablets or laptops on an electronic form (including electronic signatures) which is then saved and uploaded to your centralized Miracle Service database.

You also have the option to give your customers electronic access to their completed certificates via a secure website login.

(Works with the Miracle Service Mobile Field Technician Console and Customer Self-Service Portal).

## Remote Solutions

### Mobile Field Technician Console

Let your technicians log in to Miracle Service, no matter where they are. Using their laptops, tablets or *Windows Mobile, BlackBerry, iPhone or Android* devices they can view equipment service history, access their job list, update task tickets, capture signatures and print work order tickets from the field.

### Sales Team CRM Licenses

This web-based sales force automation tool lets you manage your sales cycle to optimize your prospect pipeline and generate more sales. Fully integrated, it ensures your business is operating with the same customer and service data, taking you from lead to quote, sale, service, and repurchase.

### Customer Self-Service Portal

Allow customers to open service calls, order parts, view jobs, view and print completed certificates, and more online 24/7.



## Paperless Certificates: Create, Sign & Save

Say goodbye to manually creating, printing, storing and retrieving calibration certificates. Get the power of automated service and certificate management and gain a competitive edge.

# Simplified Service Management with Miracle Service

We pride ourselves on creating up-to-date business solutions that guide and improve the sales cycle and service management of your business. Our software solutions have increased productivity and profitability for thousands of users around the world.

## 1 Complete Sales Cycle Management

Our web-based customer relationship management (CRM) module is an automated sales force tool that fully integrates with your back office. This ensures your business is operating with the same customer and service data, taking you from lead to quote, sale, service and repurchase.

## 2 Streamlined Service Management

### Take a Service Call in Seconds!

With immediate access to up-to-date customer contact and equipment information, service call takers are able to decrease call-taking times and costs, improve the customer experience and reduce the risk of callbacks.

Service notifications as well as suggested parts optimize the service call process by ensuring your technicians are in the right place, at the right time with the right parts.

Field technicians are sent new service tickets directly to their mobile devices and are able to view equipment service history, access job lists, update task tickets and generate electronic calibration certificates all from the field.

## 3 Improved Business Management

Automating and integrating information from sales, service, and parts departments reduces time and paperwork. With easy access to the essential data on how your business is performing you're able to plan, manage and stay competitive.

Integrated to 20+ standard accounting packages, Miracle Service provides all the great features of automated service management, without the hassles of switching accounting programs.





# Services and Support

We're here to help you get the most from your Miracle Service system, and to ensure your company is up-and-running, experiencing the benefits as quickly as possible; to do that we provide training sessions, on-going technical support and assistance.

Whether you are just starting with Miracle Service, are training new employees, or want to learn how you can get even more from your system, we have many services available to you.

## Technical Support

Every Miracle Service package comes with a 30-day Membership Plan.

After the initial implementation, a monthly or annual membership plan is available to give you continued product support and upgrades, letting you take full advantage of all the features and functionality of Miracle Service.

### Miracle Service Membership Plan Provides You with Access to:

- Download all standard upgrades
- Contact our technical support group for assistance
- Receive remote "hands-on" assistance for quick and efficient issue resolution
- Submit new support tickets online, by email or phone
- Attend live training webinars
- Watch pre-recorded training videos
- Search our knowledge base for solutions
- Learn from other users through our discussion boards

## Professional Services

### Data Importation

Move your data into Miracle Service from other software yourself using our Import Wizard. Customers, suppliers, inventory lists, serialized customer-site equipment, contacts and more can all be imported.

Or, have us do it for you! We can convert your existing data from many other software packages directly into your Miracle Service system.

### Customized Consulting

Don't see what you're looking for?

We want you to get the most out of your experience with Miracle Service, which is why we offer personalized web-based one-on-one consulting services.

## Training Services

We know that people like to learn in different ways, so we have many training options available.

### Quick Start Training

As a recommended training component for technicians and administrators, Quick Start Training is the perfect introduction to your new Miracle Service service management software. It includes:

- Pre-recorded videos in our on-line video training center
- Online documentation (Technical Notes and Knowledge Base)
- User Forum
- Live web-based training classes
- Defined number of hours of set-up assistance and personalized web-based one-on-one training.

### Customized Training

- Personalized Training  
(Focused on your company's specific requirements. Additional charges apply.)
- On-Site Training  
(Comprehensive training performed at your location. Additional charges apply.)



# Join over 5,000 users in 45 countries using Miracle Service to streamline their field service operations.

To find out more about Miracle Service for your business, contact us today at:

Toll Free: 1-866-463-9368 (North America)

Direct: 905-206-1828

Email: [sales@miracleservice.com](mailto:sales@miracleservice.com)

[www.miracleservice.com](http://www.miracleservice.com)

**MIRACLESERVICE**  
Simplified Service Management



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Since 1994, Nexent Innovations Inc. has provided service management solutions for thousands of clients in over 45 countries with our Miracle Service software.

Our clients are the key to our success, and our commitment to them is that our products will provide the best value for their service management dollar.