# Everything You Need in Service Management Software

# 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



MANAGEMENT REPORTING
LEAD GENERATION
BILLING
QUOTATION
MIRACLESERVICE
Simplified Service Management
PARTS MANAGEMENT
CUSTOMER MANAGEMENT
INVENTORY
SERVICE
CONTRACTS
ORDER PROCESSING

## Benefits to Your Business

1. Faster dispatching
2. Better parts management
3. More accurate billing
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.

"Up until four years ago, we were using a competitive product but the workflow it created was horrible and the data input process was very confusing. Our invoices were incorrect and customers complained. With Miracle Service, the workflow is much easier. We have no more complaints about our invoices. Miracle Service simplified the dataflow and made us more productive."

— FOUR STAR BUSINESS SYSTEMS INC.

## 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.

### Service Contract Management
Efficient and simple contract management ensures renewals, updates, and cancellations are properly maintained.

### Billing & Invoice Management
Easily create sales orders and invoices with automatically generated customer, quantity or special pricing.

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

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

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

### Document Manager
The solution for managing, finding, and tracking electronic documents.

# 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.

## 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, enter meter readings, and more online 24/7.

## Industry Specific Add-Ons

### Office Equipment: Meter Module
Complete meter contract and billing management; it handles an unlimited number of meters and levels of charges (cost per print) on the equipment.

### Certification Management and Retrieval System
Generate customized electronic calibration certificates, inspection forms or other customized types of required forms from Adobe templates. (Works with the Miracle Service Field Technician Console for laptop and tablets).

> " We are in the business of delivering excellent service for our customers. One of the ways we do this is by making sure our technicians are dispatched as fast as possible with the right parts so they can repair the machine quickly. Miracle Service software from Nexent is one of the reasons we can keep our customers very satisfied. From emergency call management and preventative maintenance scheduling, Miracle Service ensures our technicians make the most of their valuable time. "
>
> — BHFX DIGITAL IMAGING

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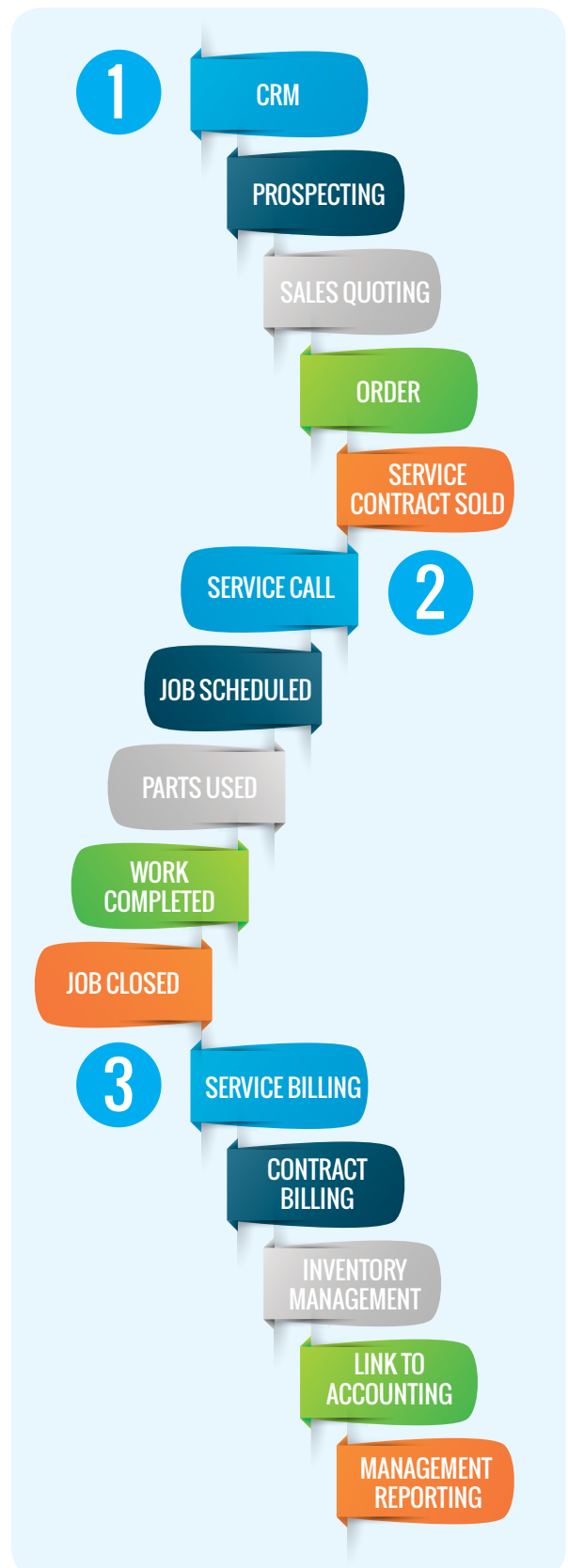
Service notifications as well as suggested parts optimize the service call process by ensuring your technicians are in the right place, at the right time with the right parts.

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 print work orders 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.

1
- CRM
- PROSPECTING
- SALES QUOTING
- ORDER
- SERVICE CONTRACT SOLD

2
- SERVICE CALL
- JOB SCHEDULED
- PARTS USED
- WORK COMPLETED
- JOB CLOSED

3
- SERVICE BILLING
- CONTRACT BILLING
- INVENTORY MANAGEMENT
- LINK TO ACCOUNTING
- MANAGEMENT REPORTING

# 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:

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www.miracleservice.com

## MIRACLESERVICE
Simplified Service Management

**nexent**
**innovations**

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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.