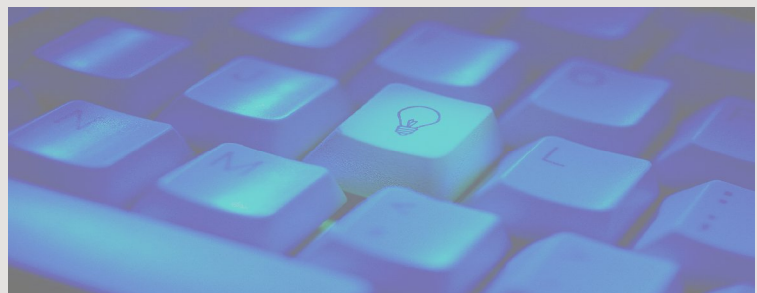




Product Detail Report:
SAMPLE

Description

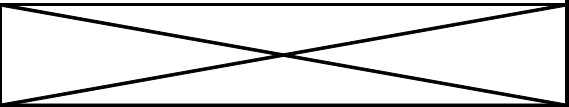

SAMPLE PRODUCT is a full-functionality Field Service Automation product which handles most or all back-office functions. It is an installed product, which means that the software runs on your own computers and your data is also stored locally. The software has mobile workforce features, such as the ability to for technicians to access and update work orders through their smart cell phones or laptops. The reviewed version of the software does not handle mapping or GPS. However, these features might be included in a later version.



Product Features

This is a chart of the important information about this software product. It includes detailed pricing, system requirements, vendor contact information, and more.

<u>SPECIAL FEATURES</u>	Asset & vehicle management; technician knowledge base; can handle RMAs; vendor has partnership with Business Analytics	
<u>INTEGRATION WITH OTHER SOFTWARE</u>	Accounting	Intuit QuickBooks
	Mapping	N/A
	GPS	N/A
	Reports	Built-in
	Other	Optional integration with Microsoft Outlook (Enterprise Edition)
	Data import/export function	Yes
<u>MOBILE WORKFORCE</u>	Wireless access for field techs	Work order access and updates
	Wireless devices supported	Laptops, web-enabled cellphones
	Wireless networks supported	Various
<u>PRICING</u>		
Software price	Multi-user packages	N/A
	Single user	Professional & Enterprise editions: \$995 per concurrent user (volume pricing available)
	Additional users	N/A
	Optional modules	N/A
Initial fees	Installation/setup	N/A
	Training	\$130 per hour
	Support	Free for one year
	Upgrades/updates	Free for one year
	Data conversion/migration	N/A
	Wireless devices	N/A
	Software customization	Available
	Other fees	N/A
	Money back guarantee	N/A
Ongoing fees	Training	\$130 per hour
	Support	Included with upgrades
	Upgrades/updates	Updates included, upgrades are extra
	Other fees	N/A

SYSTEM REQUIREMENTS		
User requirements	CPU speed	800 Mhz
	RAM	1 GB
	Hard disk size	1 GB
	Operating system	Windows NT, 2000, XP Pro, Vista
Server requirements	CPU speed	1 Ghz
	RAM	1 GB + 256 MB per user
	Hard disk size	2 GB
	Operating system	Windows NT, 2000, XP Pro, Vista
	Network requirements	Windows, Linux, Novell
	Database requirements	N/A
	Other requirements	Network speed of 100 Mhz or higher
Web server requirements (For mobile workforce features)	CPU speed	N/A
	RAM	N/A
	Hard disk size	N/A
	Operating system	N/A
SCALABILITY	Professional: maximum 10 users; Enterprise: unlimited users	
INFORMATION SECURITY	User groups & roles	
VENDOR INFORMATION	Name	
	Website	
	Phone Number	
	Email for information	
	Locations	
	Years in business	
	Number of customers for product	

Features & Pricing Example

During our evaluation, we identified 11 feature categories that represent the total functionality of all the Field Service Automation products. The chart below briefly describes how this product implements these key features. The “Feature Score” measures how many of the key features the product contains. The “Pricing Example” chart shows first year and ongoing annual costs based on purchasing licenses for up to 10 users.

FEATURES	
Contract Management	Yes
Employee Management	Yes
GPS	No
Inventory Tracking	Multi-site, link to QuickBooks
Job Tracking	Yes
Mapping	No
Marketing	Sales lead tracking, direct marketing tracking
Mobile Workforce	Yes, with optional module
Preventive Maintenance	Yes, part of Service Contracts
Quotes/Estimates	Yes
Warranty Management	Yes, part of Customer Equipment
FEATURE SCORE	82%

PRICING EXAMPLE *	
First Year Cost for up to 10 Users	\$12,440
Ongoing Cost for up to 10 Users	Cost of upgrades

* First year costs do not include volume discounts.

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