



ALERT SOFTWARE

a leading provider of **100% web based**
Service Management Software



Alert Software Benefits

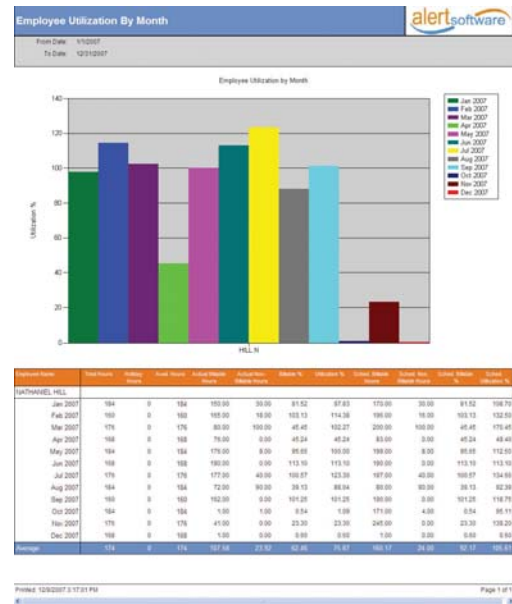
Run your services business better

Alert Software is a 100% web-based field service software solution is specifically designed for professional services automation (PSA) and Field service based business. It provides key capabilities around Helpdesk, Field Service Dispatching, Project Jobs, Contracts, and Customer billing. Technician, consultant mobility is built into Alert. Use Technician portals, PDA device support, or Microsoft Outlook Add-in to collect the information so vital to superior customer service. Fieldpoint provides the professional services to support you. Our customers depend on us for easy to use, well integrated, and rapidly deployable solutions.

Financial Integration - Microsoft Dynamics

Having the right field service software application for your Dynamics GP (Great Plains) implementation is the key for today's professional service organizations. That's why we combined Alert software with one of the best enterprise systems out there - Microsoft Dynamics CRM and Microsoft Dynamics GP. Now your sales, service and financial lifecycle is complete.

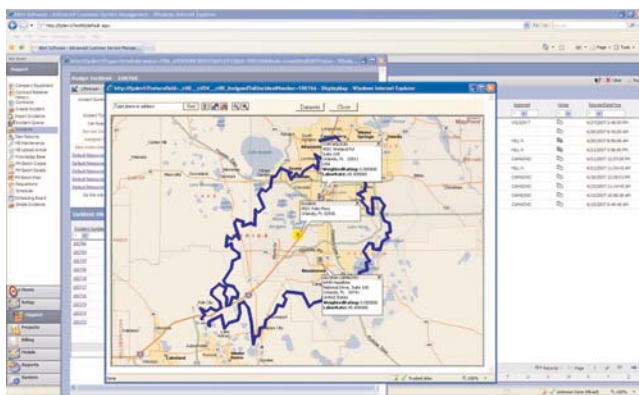
Our integration includes GP inventory, purchasing, customer billing, and accounts payables. Customer, items, vendors cards are all easily integrated and maintained between both systems. Get instant access to Alert software customer calls, contracts, invoices, projects, and resource schedules directly from the CRM application. Convert a CRM quotation to executable service work requests and project deployments.



Financial Integration - Designed for QuickBooks

We have taken one of the most widely used small and medium business financial applications and certified it to work with Alert software. Press one button to transfer all you're invoicing to QuickBooks. This easy to use transfer will automatically create QuickBooks customer detail invoices. All you have to do in QuickBooks is print or email them. Customers, items, and tax codes can be imported and electronically move between Alert and QuickBooks.

Customization & Technology - Alert Software uses Microsoft's® advanced .NET technology; designed for today's service companies. It offers a standard user interface 'themes' that give our customers the ability to provide their own branded interface to employees, customers, & partners. Also provided is a complete set customization toolset, workflow designer, and escalation capabilities to make Alert Software your competitive service edge.



Alert Software Features

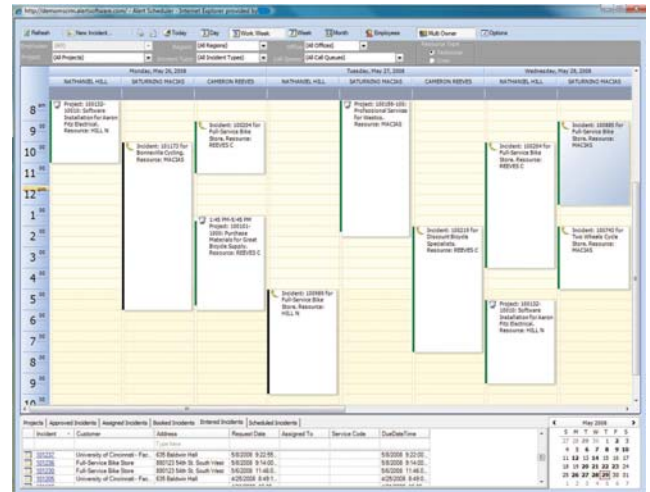
Help Desk - Remote support agents have a comprehensive view of customer records, support queues, contract entitlements, and all interaction history. Process your RMA's through here as well.

Field Service - Track all aspects of field service operations including queues, resource assignment, scheduling, dispatching, time entry, parts usage, expenses, travel, call routing, messaging and billing.

Project Management & Job Costing - Provides a detailed view into the status of all of your current projects and displays real-time data. Able to manage long duration jobs, large installs and system implementations, to identify and schedule the right resources, and to provide customer portals to track project status. Compare estimates vs. actual revenues, hours and cost in real-time.

Time & Billing - Features a time and expense automation system making it easy for companies to capture all of their hours and expenses - billable and non-billable. Billing events are processed through a customizable acceptance workflow, concluding in a Dynamics GP SOP invoice for client billing. Time can be entered through a web portal, Mobile device, or Microsoft Outlook Client add-on.

Contract Administration - Configure the system to offer flexible service offerings. Sell prepaid recurring contracts on specific products, manage block and retainer contracts, review renewals and automatically invoice your contracts and overages. Revenue recognition reporting is provided as well.



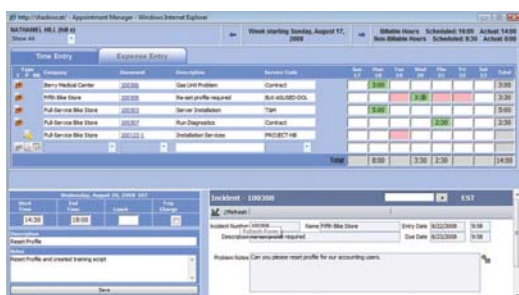
Resource Scheduling - Features a drag and drop scheduler. The scheduling board includes skills searching, multiple resource requirements, equipment scheduling, crew management, and long-term engagement scheduling.

Preventative Maintenance - Create PM schedules with part requirements based on contract entitlements or billable services. You can attach a check list to record results and have unlimited major minor PM's per customer asset.

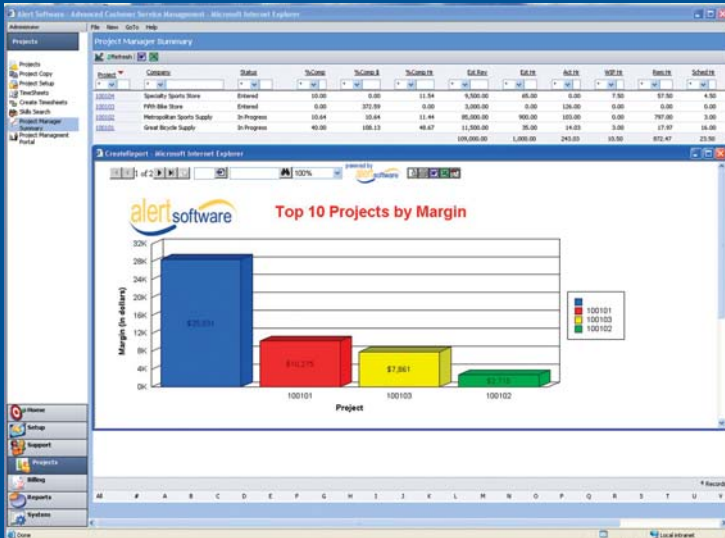
Inventory Requisitions - Manage all your material requests here. You can merge requests to take advantage of supplier discounts, monitor requisition status notifications. Fulfill via stock consumption by site, or generate Microsoft Dynamics PO's for stock replenishment or drop ship to your clients location.

Mobile Technology - Alert Mobile is available for Windows Mobile, and Blackberry devices. Add exchange support and email capability and receive Alert software calendar updates and email notifications. Alert mobile's web based capability allows you to update incidents and projects task with timesheet information, parts, and create new appointments.

Reporting and Analytics - Knowing more about how your business is running give you the competitive edge. That's why we generate transaction based reporting for customer revenue and profitability, employee utilization analysis, reporting to track different lines of business from recurring contracts, Time and materials, and project budgets vs. actual. Alert's analytical tools provide you the ability to measure key performance indicators, compare time frames, and explain operational trends.



Alert Software Technology



Exchange Integration - all appointments created / modified in Alert software are instantaneously synchronized to exchange server allowing for "push" delivery of appointments to Outlook 2007 & support for mobile Devices.

Workflow and Escalation - Alert's workflow and escalation tool makes the software fit your business and not the other way around. It allows you to easily design and embed your best practices into customer-facing interaction systems, ensuring customer service your way, every time.

Customization Tools - Alert is flexible and easy to customize. Take advantage of drag-and-drop form design, point-and-click business rules, and simple database administration to easily meet the unique needs of your business.

Alert Portals - Custom portal views create a tailored desktop for each employee, customer, or partner to provide a single point of reference for all relevant data from the system to user.

SSRS Support - Alert fully supports SQL Server Reporting Service for modifications of Standard Reports and Generation of new reports. Alert provides a data model for user to use the ad hoc report builder for simple end user report generation.

Alert Software is designed for:

- IT Service Providers
- Medical/Industrial Equipment Repair
- Testing/Inspection Services
- Property Recovery Services
- Management Consulting
- Professional Service Providers

Microsoft
GOLD CERTIFIED
Partner

Front Runner
This application is built on
Microsoft SQL Server 2005
www.sqlserverfrontrunner.com

GOLD DEVELOPER
QuickBooks

CERTIFIED FOR
Microsoft Dynamics CRM

FieldPoint Service Applications Inc.
2660 Sherwood Heights Drive, Suite 103
Oakville, ON L6J 7Y8
905-855-2111

100 Main Street Suite 100
Buffalo, NY 14202
905-855-2111

Email: sales@fieldpoint.net

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