



SERVICE SUPPORT SYSTEM



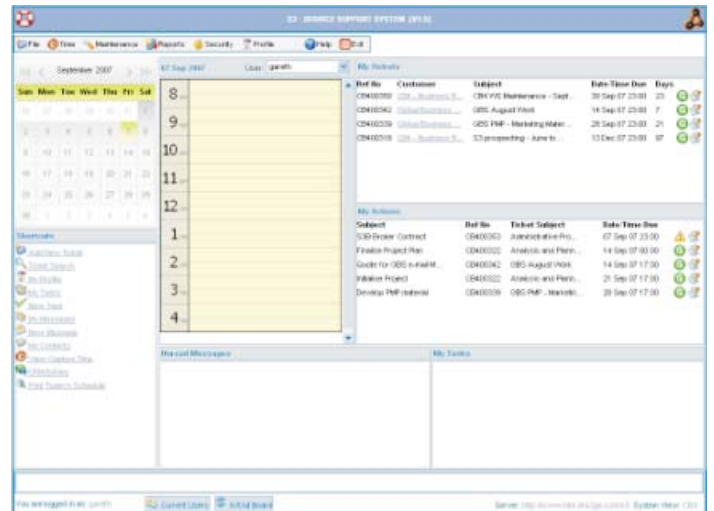
PROFESSIONAL MANAGEMENT EDITION

Clarity | Simplicity | Value



A product of CB4 Business Resource Centre

Automate and manage your business processes, projects and tasks.



S3PF will add value by performing the following functions, and a lot more...

1. Automate and manage business processes
2. View all client, contact and staff information
3. Shared personal and company diary / scheduler
4. Registration and tracking of all projects, tickets (jobs), actions and tasks
5. Record communications with customers (CRM)
6. Capture time spent by work codes, against tickets (jobs), actions and customers
7. Automated e-mail notifications, plus ticket and action escalations
8. Maintenance control panel for customisation of system environment
9. Roles-based security engine for user access control
10. Extensive parameter based reports on all current and past data

Who will benefit from S3PF?

S3PF supports the recording, tracking and management of operational, service, project and strategy based activities. As a web-based application you gain real time access to critical information, placing you in the drivers seat, 24x7x365. S3PF ensures that your entire organisation is able to log into a collaborative process based environment, using a single system for multi level user and departmental data integration.

S3PF offers comprehensive reporting and automated escalation functionality. Key performance indicators (KPI's) can constantly be communicated and met through the ability of S3PF to make each and every employee accountable for their related tasks and actions. S3PF is scalable and cost effective and aids in performance management and monitoring balanced score card imperatives. As your organisation utilises S3PF, knowledge capital is captured and secured, further enhancing the ability of the organisation to deliver superior sustainable service.

Please contact me for a free demonstration.

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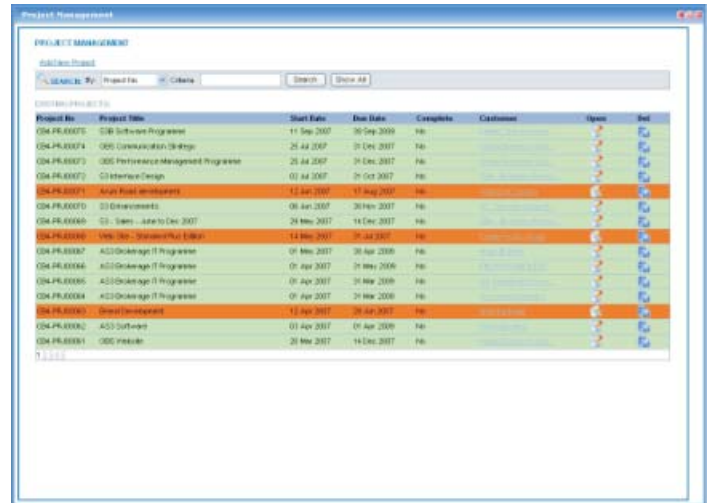
S3PF is not industry specific & has been piloted in various industries. S3PF can be adapted to suit any operational function or process. S3PF is for organisations that need a centralised solution for the effective recording, tracking and measurement of service and operational based strategies and their associated activities.

How will S3PF benefit your organisation?

- Set-up process based templates and workflows
- Emulate the organisational structure for tracking and reporting purposes
- Keep track of projects, tickets(jobs) and actions within the organisation
- Assign projects, tickets(jobs) and actions to the responsible employee within the organisation
- Manage projects, tickets(jobs) and actions and their related deadlines
- Automatically escalate overdue activities according to operational reporting structures
- Easily extract required operational reporting data for performance management
- Record all communications with customers for Client Relationship Management (CRM) purposes
- Keep accurate time sheets in order to improve overall time management
- Keep accurate record of client and general contact details
- Improved service delivery
- Instant & remote access to critical information and service delivery status
- Improved quality of operational information
- Automated email reminders and escalations
- Reduced amount of paper trails
- Improved internal and external communication
- Detailed yet simple management reports

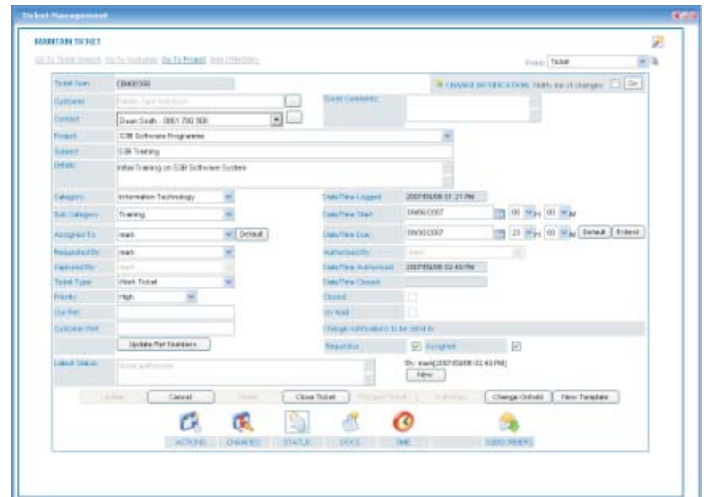
S3PF Technological Benefits

- S3PF is a web application that can be accessed by users on any machine using their internet browser, as long as the machine has a network connection to the server
- No client side application maintenance maintenance is only done on the server
- The system is accessible from anywhere in the world
- Can be easily upgraded and is scalable to meet the future needs of your growing organisation



Project No	Project Title	Start Date	End Date	Complete	Customer	Open	Del
024-PR-0007E	CSB Software Programme	11 Sep 2007	30 Sep 2009	No			
024-PR-0007F	CSB Communication Strategy	26 Jul 2007	31 Dec 2007	No			
024-PR-0007G	CSB Performance Management Programme	26 Jul 2007	31 Dec 2007	No			
024-PR-0007H	CSB Reference Design	01 Jul 2007	31 Oct 2007	No			
024-PR-0007I	CSB Risk Management	12 Jun 2007	31 Aug 2007	No			
024-PR-0007J	CSB Governance	08 Jun 2007	30 Nov 2007	No			
024-PR-0008A	CSB Sales - June to Dec 2007	24 Nov 2007	14 Dec 2007	No			
024-PR-0008B	CSB CSB - Operational System	14 Nov 2007	30 Jul 2007	No			
024-PR-0008C	ACS Discharge IT Programme	07 Nov 2007	30 Apr 2008	No			
024-PR-0008D	ACS Discharge IT Programme	07 Apr 2007	31 Mar 2008	No			
024-PR-0008E	ACS Discharge IT Programme	07 Apr 2007	31 Mar 2008	No			
024-PR-0008F	ACS Discharge IT Programme	07 Apr 2007	31 Mar 2008	No			
024-PR-0008G	ACS Discharge IT Programme	07 Apr 2007	31 Mar 2008	No			
024-PR-0008H	ACS Discharge IT Programme	07 Apr 2007	31 Mar 2008	No			
024-PR-0008I	ACS Discharge IT Programme	07 Apr 2007	31 Mar 2008	No			
024-PR-0008J	ACS Discharge IT Programme	07 Apr 2007	31 Mar 2008	No			
024-PR-0009A	ACS Software	01 Apr 2007	01 Apr 2009	No			
024-PR-0009B	CSB Module	20 Mar 2007	14 Dec 2007	No			

Keep track of projects



ADD/EDIT TICKET

From:

Category:

Sub-Category:

Project:

Subject:

Assigned To:

Requested By:

Requested On:

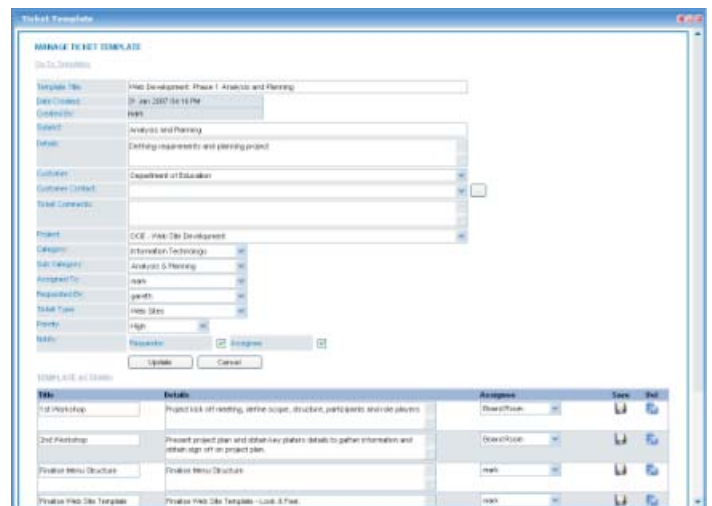
Priority:

Customer Ref:

Update For:

Buttons:

Manage your jobs



MANAGE TICKET TEMPLATE

Title:

Description:

Category:

Subject:

Default:

Customer:

Customer Contact:

Project:

Category:

Sub-Category:

Requested By:

Requested On:

Priority:

Buttons:

Title	Details	Assignee	View
1st Workshop	Project kick off meeting, define scope, structure, participants and roles	Down Arrow	View
2nd Workshop	Present project plan and obtain key players details to gather information and other sign off on project plan	Down Arrow	View
Project Menu Structure	Project Menu Structure	Team	View
Project Web Site Template	Project Web Site Template - Look & Feel	Team	View

Set-up process based templates

S3PF offers three system support packages tailored to meet the needs of your organisation: Bronze support, Silver support, Gold support

Bronze Support - Basic monthly support

- Valid for 30 days
- Two support tickets per month
- 72 hour guaranteed response time (Mon - Fri GMT)
- One hour per month of telephonic assistance

Silver Support - Basic monthly support

- Valid for one year
- Three support tickets per month
- 48 hour guaranteed response time (Mon - Fri GMT)
- Two hours per month of telephonic assistance

Gold Support - Monthly support and customisation

- Valid for one year
- Five support tickets per month
- 24 hour guaranteed response time (Mon - Fri GMT)
- Three hours per month of telephonic assistance
- Four hours per month of onsite assistance & training (excluding travel and accommodation)
- Customised upgrades (up to 8 hours of development time per month)

S3 Minimum Requirements

Server:

Windows XP Prof or higher with 512MB Ram,
100MB Hard drive space
IIS 6.0 (Internet Information Services)

Client Machines:

Internet Explorer 6 or higher (recommended), or
equivalent internet browser

Database platform and accessibility:

PostgreSQL, MySQL or MS SQL Server database
compatibility
LAN: All client machines need access to server
machine through a LAN or equivalent type of
connection

An efficient and effective tool...

"S3PF has provided us with an efficient and effective tool to monitor progress, deadlines and time based billings in one easy application. With the central diary, the flow of information and co-ordination of employees has become even easier. The due date reminders and escalation notices have created spare capacity for me as I no longer have to follow up with individual employees but can access the system at any time. The time recording and billing is also effective as a monitoring tool. All in all it has been a big help in co-ordinating and monitoring the company's work schedule."

Shaun Murphy
Klinkradt & Associates CA (SA)
Partner
East London

A winning product...

"Just to say that the Service Support System is working great and I think that there is huge potential."

We use S3PF to manage our orders, job cards and to follow up with our debtors.

S3PF has brought control back into my business. I know (daily) what call's need to be attended to and what orders are outstanding. Should we miss a deadline I receive an email notifying me and can take immediate action in order to resolve the problem. The logging of calls is easy and escalation brilliant.

I think that you have a winning product here."

Doug Copeland
First Technology (PTY) LTD
Regional Director
Eastern Cape