

It's a service system! It's a CRM system! It's two-two-two systems in one!

Dynamite Duo System

A major advancement in technology for the service industry. Intuitive screens, embedded CRM functionality, "No Fault" report modifications, custom menus, and multiple languages.

Dynamite Duo is built on a 17 year foundation of stable business logic. Screen layout, reporting capabilities, and system functionality have been significantly enhanced.

A Complete Service Tool

Looking for more functionality from your computerized service system? Does it merely keep score of how well you're doing or does it help run your business? Are you still running your service department with pencil and paper or doing redundant data entry? **Dynamite starts where the others leave off!**

Unlike most service systems, Dynamite is upwardly compatible starting at the most elementary level. This means that, as your business grows, Dynamite can meet new information processing requirements without major disruptions to your business. Data is carried forward thus avoiding staff re-training.

Dynamite Duo can be configured as a stand alone system or integrated with selected accounting systems. This integration is real time and virtually invisible. Staff are not forced to learn two different systems as common accounting functions are replicated in Dynamite.

Intuitive Screens

Dynamite has clear, uncluttered screens that employ both visual and textual navigation buttons for intuitive use. Screen colors can even be adjusted according to your own preferences. If Spanish or French is your native tongue, screens and reports can be presented in that language. Custom screen labels are also supported so Dynamite can refer to your technicians as "repairmen", "plumbers", etc..

A Complete CRM Tool

Dynamite Duo offers the usual contact management and sales order creation but it goes way beyond what other CRM systems offer.

For starters, consider the ability to retrieve purchase history for all customers in zip codes 60000 through 60999. Not just any purchase history but all items that begin with the letters "PHONE". Then limit that history to just the last 22 months. Finally, create a proforma sales orders that enables Excel-like editing while chatting with the customer and then turning each order into a confirmed sales order with less than six mouse clicks.

Imagine further, mining that purchase history for all customers who have NOT purchased any of the "PHONE" products.

The screenshot displays the 'Maintain Customer Records' application window. The title bar reads 'Maintain Customer Records'. Below the title bar is a menu bar with options: Profile, CRM, Note, Service Records, Credit, Reports, Sales, and Prices. The 'Profile' menu item is selected. The main content area is titled 'Profile' and contains a form with the following fields:

Customer No.	ADG1	
Name	Jerry Penalta	Detail Page
Title	Vice President	
Company	Addison Dutton Grant	
Address	440 Electric Avenue	
City/State/Zip	Claremont NH 14086	
Country	U.S.A.	
Phone	508/734-1111	
Fax No.	508/734-1101	
E-Mail	dynamite@pacbell.net	E-Mail Sales Support

Service Orders

- Dispatching by technician, territory, or skill.
- Overdue invoices and expired contracts warnings.
- New orders for both existing and new customers.
- Automatic checking of customer's credit.
- E-mail order to technician & status to customer.
- Unlimited complaint and resolution statement length.
- Predefined complaint statements support.
- Capability of printing problem on customer's invoice.
- Automatic creation of invoices.
- Service orders extracted for uploading to your web site.
- Ability to invoice a third party for warranty repairs.
- Capability of locating service records 10 different ways.
- Customizable work order forms.
- Technician data base and graphical schedule.
- Technician activity/productivity report.
- Support of Block Time Billing (retainer fees).
- Support for Technician inventory stock.
- Link to external mapping software for location plots.
- Job Costing with progress invoicing and proposals.
- "No charge" service orders.
- History of component failures maintained.
- Paperless depot repair operation potential.
- Help Desk searches reduce on site visits.

Job Site/Contract Records

- Calendar-based, meter-based, or block time contracts.
- Automatic invoicing of contracts.
- Multiple contracts available for any customer.
- Generation of preventive maintenance service orders by month, by date, and by component.
- Tracking of customer equipment and serial numbers.
- Contract renewal reminders.
- Service contract forms customizable.
- Multiple job sites and/or components per contract.
- Customizable component screens with 20 properties.
- User-definable data fields.

Customer Records

- Search by Number, Company, Phone, or Zip Code.
- Multiple customer contacts supported.
- Multiple pricing strategies available.
- New customers added "on the fly."
- Common data bases shared with accounting system.
- Your Top 40 Customers itemized.
- Report of sales by zip code, salesman, inventory item.
- Salesman productivity reports.
- Linkage directly into service records.
- True CRM functionality.
- Profitability by customer.

Financial

- Profitability by customer, contract, job site, service order, salesman, and technician.
- Invoicing data bases shared with accounting system.
- Third party billing for orders.
- Customizable invoice format.
- Invoice collections with note taking and invoice detail.
- Credit card authorization (optional third party module).
- Labor hours exported to accounting payroll module.
- Cash receipts and customer deposits.
- Salesman/technician commissions.
- 30 day cash flow projection.

Sales Generation

- Searches sales history for salesman's customers.
- Identifies who HAS/HAS NOT purchased key items.
- Proforma sales orders automatically created.
- Automatically adds product specials to order.

Prospecting

- Tracking of sales leads.
- Follow up and reminder reports provided.
- Links to customer data base.
- Statistical value of each lead calculated.
- Ability to import purchased mailing lists.

Purchasing/Inventory

- Inventory data base shared with accounting system.
- Serial numbered inventory supported.
- Inventory by warehouse/truck supported.
- Flat Rate pricing featured.
- Sales kitting with parts explosion.
- Search by item number or description.
- Third party price books can be imported.
- Itemizes Top 40 Items sold.
- Automatic creation of purchase orders based on inventory levels, projects, or sales orders.

Equipment Rentals

- Fleet inventory maintained.
- Contracts invoiced automatically.
- Customizable rental contract form.

Subcontracted Repairs

- Parts sent out for repair automatically recorded.
- Tracks ownership of part and who is repairing it.
- Repair order created directly from service order.
- Packing List to accompany part.

Technical Features

- Windows application using Microsoft Visual FoxPro.
- Operates under Windows 98, 2000, XP or Vista.
- Multi-user networking for NetWare or Windows.
- MDI screens can be opened simultaneously.
- Multilingual screens/reports - English/Spanish/French.
- Reports outputted to screen, printer, PDF file, or Excel.
- "No Fault" report modifications and additional reports.
- Customized reports insulated from future updates.
- Included Data Dictionary controls data base structures.
- Object oriented design offers flexibility and reliability.
- On screen HTML user manual with printing option.
- User access is view, update, or none for screens/reports.
- Automatic, user customized System Alerts.
- Source code available.
- Easy e-mail contact with South By Southwest and clients

Accounting System Integration (optional)

- Sage Pro Series, VFP & SQL
- Sage Accpac, Pervasive & SQL
- Sage Vision Point
- Alere
- AccountMate, VFP & SQL
- Primary data bases shared with accounting system.
- Invisible, real time integration.