

# Service Order Management

## ...*Windows Suite*

**ALLIANCE™**  
Information System

### **Service Order Sub-module - Windows**

The ALLIANCE™ Service Order Management sub-module acts as a means of logging, scheduling, and managing utility service orders. Through integration, the application is designed to operate with the ALLIANCE™ Utility Management System.

Utilize this application for management of:

Improve Service Delivery and Customer Satisfaction- manage customer service orders with full integration to your customer information system (CIS). Ease the task of service dispatch, departmental collaboration and customer relations with real-time service order information.

Increase Customer Satisfaction- oversee customer service delivery and maintain facilities within a centralized management tool. In addition, utilize the system as a customer complaint tracking system.

Enhance Internal Communication- Superior customer service is a certainty when everyone in your organization has the information they need and understands the exact service requirements.

Software Design- All of the ALLIANCE™ applications were developed utilizing a three-tiered architecture and object-oriented approach with Visual Basic as the programming language. In addition, these applications are ODBC-compliant which make it easier to access data and share it with other applications.

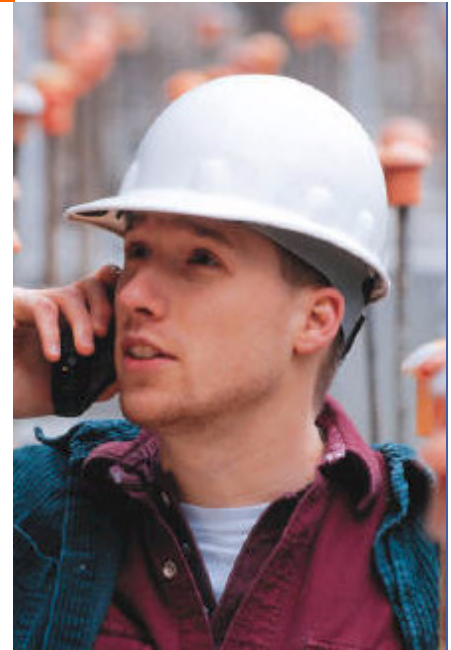
This new architecture includes these primary components:

*Multi-tiered.* That is, three tiers for separate management of screens, business rules/logic, and the data;

*Object-oriented.* This design will add efficiencies and reliability by recurrent use of common software functionality from a single location with the software code, rather than duplicating in various locations.

*Relational.* Either the MSDE or SQL Server relational database engine will be used. This will provide the ability to deploy new features with minimal time and expense.

For additional application details and screen examples, please refer to the reverse side of this data sheet.



**Centralized Service Order  
Administration**

**Full CIS Integration**

**Facilities Management**

**Customer Complaint  
Tracking**

*...helping you serve your community & customers better than ever!*

## Search Quickly....

Review all aspects of a customer service order from one consolidated screen. Handle service inquiries from customers with speed and efficiency under this comprehensive service tool with full CIS integration.

Order #	Account	Order Name	Order Address	Type	Crew	Scheduled	Status
3071	-	General		Miscellaneous	GEN	120559 09:38	TDY
31869	0007-18757-001	Danesworth, Terry	226 Sunnyside Dr. Paris	Lock Meter	GEN	031802 10:45	TDY
31870	0007-18757-002	Caldwell, James P.	226 Sunnyside Dr. Paris	Turn On	GEN	031802 10:46	TDY
32992	-	General		Miscellaneous	GEN	042802 11:08	TDY
32748	-	General		Miscellaneous	GEN	051802 09:00	TDY
32696	0007-13200-001	Smith, P.A.	385 Country Club Lane Paris	Lock Meter	GEN	052302 11:28	TDY
32687	0007-13200-002	Cowells, Richard	385 Country Club Lane Paris	Turn On	GEN	052302 11:28	TDY
33151	0001-04709-002	Elliff, Freddie	3075 Old Paris Murrey Rd. Paris	Par Lock Meter	GEN	060302 11:29	REG
33158	0005-08603-001	Ford, Mark	117 Crestview Ct. Paris	Lock Meter	GEN	070102 02:45	REG
33160	0005-08603-002	Bue, Betty	117 Crestview Ct. Paris	Turn On	GEN	070102 02:59	REG
33161	0003-00700-004	Lowhams, Corinne	703 Poplar St. Paris	Lock Meter	GEN	060302 09:08	TDY
33207	0002-17500-001	Olney, Chuck	600 Hwy 180 W. Puyasaw	Lock Meter	GEN	060702 09:28	TDY
33208	0016-18000-006	Montz, Carolyn E.	113 Highland St. Paris	Turn Off/Flat	GEN	060702 09:50	TDY
33209	-	General		Miscellaneous	GEN	060702 10:25	TDY
33210	001-3-07900-008	Sanders, James	1004 Pearl St. Paris	Turn On	GEN	060702 02:40	TDY
33212	0015-18000-003	Har Vorkes	216 W Wood St. Paris	Turn Off/Flat	GEN	060802 08:10	TDY
33213	0015-18000-001	Caldwell Bus, James	201 W Wood St. Paris	Turn Off/Flat	GEN	060802 08:10	TDY
33214	0015-18000-002	Caldwell Owner, James	202 W Wood St. Paris	Turn Off/Flat	GEN	060802 08:10	TDY
33220	0003-02700-003	Milow, Dennis	1402 Michalen St. Paris	Change Index	GEN	060802 12:25	TDY

## Manage Services with a Point & Click...

At a glance, assemble a report listing service orders that are "open" or "complete", by service order "type", and within user-defined date parameters. Reports can even focus on individual employees or crews.

## Experience & Commitment...

Local government experience, dating back to 1977, provides United Systems with a unique perspective on your needs. This understanding, coupled with the skills of our multi-disciplined technical staff, enable us to provide solutions and services that address your operation's distinct requirements.

United Systems welcomes the opportunity to undertake full responsibility for the success of your entire system implementation--hardware, software, and all related services!

Let us help you serve your community and citizens better than ever. The strategy is clear--choose United Systems' ALLIANCE™ Information System and plan for success. Call 1-800-455-3293 for additional information or an on-site demonstration....call today!

## Specific Application Features:

- ✓ Provides control file for user-defined set-up's for application customization
- ✓ Manages customer-related and various general operation-related service orders
- ✓ Tracks service orders by user-defined types with unlimited classifications
- ✓ Automatically generates order numbers for service order tracking
- ✓ User-defined order types allows for the tracking of customer complaints, meter repairs, meter re-reads, meter inspections, leak repairs, etc.
- ✓ Maintains service order information including service order number, order date & time, schedule date, order type, user-defined description, assigned crew/employee, ordering party, and order status
- ✓ Automatically extracts customer service information from the ALLIANCE Utility Management System on customer-related orders, eliminating redundant data entry
- ✓ Interfaces ALLIANCE Utility Management System for handling time-sensitive activities such as meter sets, turn-on's, turn-off's, final readings, meter changeout's
- ✓ Assigns and tracks service orders per work crews, contractors, and employees
- ✓ Allows for the set-up of individual employees as members of multiple work crews
- ✓ Other than "primary" status of open and closed, allows for the set-up of unlimited intermediate status codes (i.e. waiting on customer, parts ordered, on-hold, etc.)
- ✓ Reports & inquiries allow for monitoring the status on orders at each stage
- ✓ Keeps historical summary for each service order with look-ups available within a given date range and/or by service order type
- ✓ Interfaces ALLIANCE Inventory Management application for updating inventory records on items used during service calls
- ✓ Prints service orders in "mass" or "individually" for distribution to work crews or employees
- ✓ 8½" X 11" single or multi-part service orders can be printed and re-printed at the user's discretion
- ✓ Service order data can be logged in an on-line, interactive mode or in a manual, batch mode by using blank orders generated by the system
- ✓ Purge routines offered for maintenance of service order historical records
- ✓ Service order inquiry available for look-ups by order number, account number, customer name, and service address
- ✓ Executes under 32-bit operating systems including Windows 98/NT/2000/2003/XP Pro



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