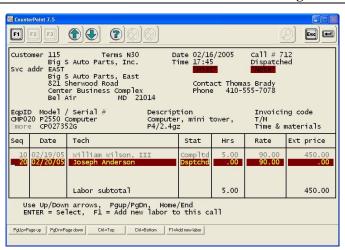Today more than ever, our demanding economy requires that every business closely monitor and effectively manage their resources. As a leader in innovated ideas and solutions, we are dedicated to assisting businesses run in the most efficient manner. A fully integrated vertical product, Focus Lite will help productively manage and simplify all facets of your service, support, and repair business. For those who need the additional power of service contract billing or add-on options beyond scheduling, Focus Classic is available to suit your requirements. Focus is the clear choice in service software.

Service Call Management

Streamlined service call entry can make the difference for a busy dispatcher. Focus gives you direct access to all service information through one centralized screen. You'll receive immediate access to the customer, service address, and contract information, as well as on-line service history. Warnings are issued for customer credit problems and duplicate call entry, saving you time and money. Use our built-in help desk to avoid unnecessary service calls and our user defined charges and informational fields to customize call entry. Work orders are user-defined, allowing you total control and flexibility. Unlimited free form notes can be entered, which can be printed

directly on invoices, work orders, or be entered for internal use only. Multiple pieces of equipment can be assigned to a single service call. Focus automatically notifies you when a piece of equipment is covered under warranty or contract and suggests the appropriate billing rates.

- Immediate access to all customer, service location, and contract information, as well as service history.
- The majority of call information can be completed simply, using pop-up search features.
- Unlimited free form notes can be entered. They can be printed directly on invoices, work orders, or be entered for internal use only.
- Multiple pieces of equipment can be assigned to a single service call.
- User defined work order layouts.
- Instant call summary and billing preview.

Billing

Billing is easy with Focus Lite. You just selectively invoice calls, using invoice formats tailored to fit your needs. When used with Synchronics CounterPoint, completed work orders are simply transferred to Point of Sale for billing at the counter. Focus Lite is fully integrated with accounts receivable and inventory management packages.

Equipment Management

To help you maintain and manage your customers' equipment, Focus tracks all your warranty information. The scheduling of preventive maintenance is automatically handled through user defined intervals or schedule dates. Predefined invoicing codes control all service call charges. A complete service history and analysis is available for all equipment.

- Warranty tracking.
- Automatic scheduling of preventive maintenance using a variety of methods.
- Complete service history and analysis.
- Predefined invoicing codes control service call charges.

Reporting

Focus provides the most comprehensive set of analysis reports of any service package available. We offer management a complete picture of all service department activity. Complete Focus data dictionaries are available to help meet any unique reporting needs.

Additional Features

- Service technician Scheduling/Dispatching is available as an option to Focus Lite.
- Unique credit processing and service call "reactivation" for easy billing corrections.
- Library of predefined notes, available for attachment to service calls.
- Third party billing of service calls is supported.
- Separate mail-to address can be specified for any service location.
- Unlimited service addresses can be defined for a single customer.
- Customers, equipment, and service addresses can be added on the fly.
- Complete marketing analysis based on advertising response rates.
- And so much more...

Focus Classic or Focus Lite?

Focus Lite is a reduced feature set of Focus Classic. It has all the basic power of standard Focus inside. All the Focus features and functionality are there, except:

- No service contract processing.
- When interfaced with Synchronics' CounterPoint, work orders are transferred from Focus Lite to Point of Sale for invoicing.
- The add-on options for "full" Focus aren't available for Focus Lite.
- Scheduling/Dispatching is available only as an add-on option to Focus Lite.

You can increase the Focus Lite user count or upgrade from Focus Lite to "full" Focus at any time.

RTM Computer Solutions

Since 1987, RTM Computer Solutions has been a leader in providing expertise in automated systems for a wide variety of service businesses. We are dedicated to the development of high quality software products. Periodic updates to our software allow for faster, easier, and more efficient solutions.

We at RTM realize that maintaining a high level of courteous technical support is critical in optimizing your investment. Answering your questions quickly and effectively is as important to us as it is for you. Your questions are a key element in developing future innovative software solutions.

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