

Sage Timberline Enterprise

For Service and Specialty Contractors



Introducing Sage Timberline Enterprise—

Designed especially for the unique needs of service and specialty contractors.

At Sage, we know that service and specialty contractors like you demand extensive functionalities from a business management system. To prove it, we developed Sage Timberline Enterprise, an innovative technology solution that can streamline your most complex procedures.

Superior integration and powerful tools give you a competitive edge in a crowded market. With its advanced service-specific capabilities, Sage Timberline Enterprise empowers your team like never before. You can manage and execute more projects, yet still maintain an outstanding level of service performance.

We invite you to take a look at Sage Timberline Enterprise, a solution that can optimize your business processes—and ultimately your bottom line.

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FLEXIBLE AND ROBUST ENOUGH FOR ALL YOUR SPECIALTY/SERVICE REQUIREMENTS

Your business + Sage Timberline Enterprise = success

Sophisticated yet simple, the Sage Timberline Enterprise architecture is tightly integrated between service management, purchasing, inventory, and accounting applications. This eliminates the need for repetitive, error-prone data entry and assures that your information is always current and accurate.

The powerful built-in reporting tools give you the ability to see the data you need in the customized formats you want, so you get true visibility into your key business metrics.

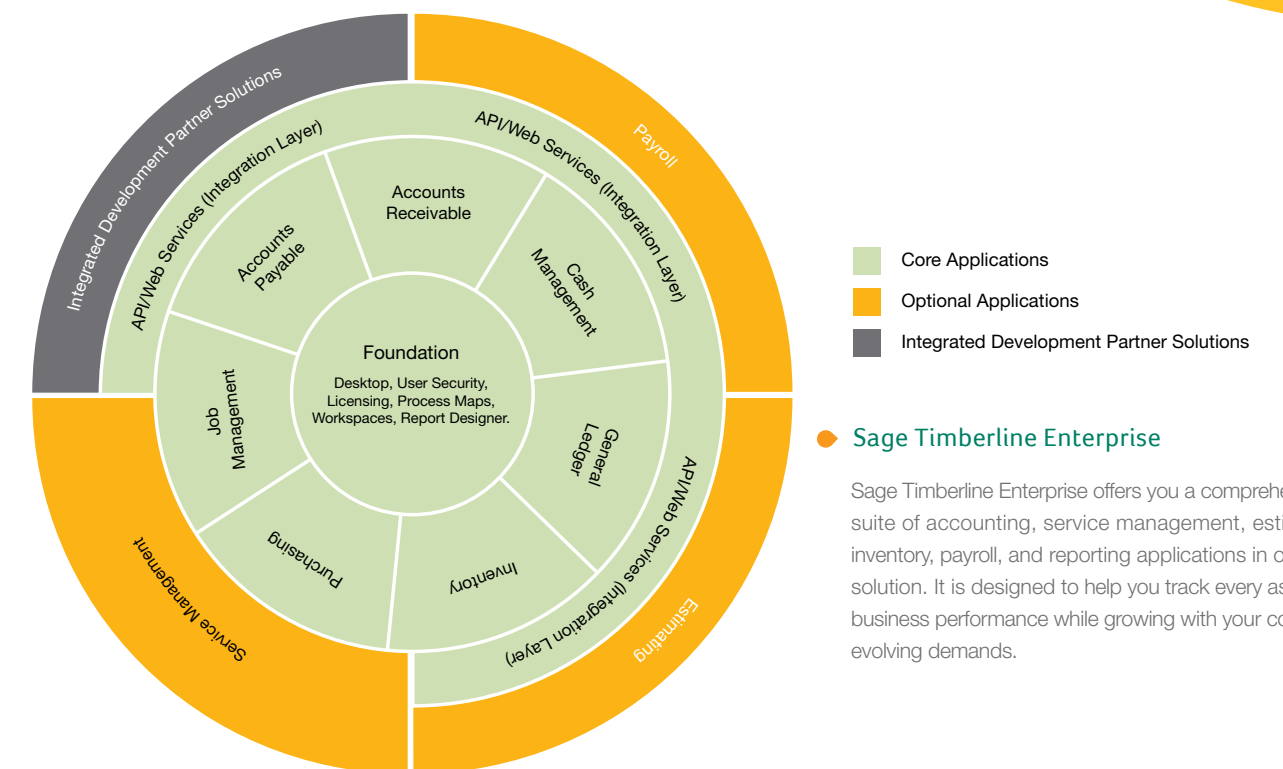
Because daily operations and financials are immediately available, you have the flexibility to shift resources if necessary—without investing major time and energy. And the more efficiently you allocate your resources, the stronger and more profitable your company will be.

Sage Timberline Enterprise is built on a high-performance Microsoft® SQL Server® database that allows you to maintain your company's most critical information in one, centralized location. You're able to keep a close eye on every facet of your business' performance with ease.

Whether you're a service or specialty contractor, you need process efficiency in every area of your business if you expect to cut costs for you and your customers. That's why, if you really want to operate as lean as possible, you need tomorrow's business management technology today.

BENEFITS

- Eliminate time-consuming data input redundancy with tight integration between all applications.
- Access and easily work with critical data using interactive and intuitive Workspaces.
- Simplify your workflow using Process Maps that provide your team with a customizable, visual representation of their most important everyday tasks.
- Gain maximum control and visibility over your service work with a Dispatch Board that makes assigning projects a breeze.



Sage Timberline Enterprise

Sage Timberline Enterprise offers you a comprehensive suite of accounting, service management, estimating, inventory, payroll, and reporting applications in one software solution. It is designed to help you track every aspect of your business performance while growing with your company's evolving demands.

For more information about Sage Timberline Enterprise, contact your Sage business partner, call 800-628-6583, or visit www.sagecre.com/ste.

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SERVICE MANAGEMENT

Sage Timberline Enterprise Service Management provides you with everything you need to keep your technicians, dispatchers, and service managers intuitively connected to the back office while supplying them with the up-to-date information they need to maximize the quality of service your customers receive.

Maximize your service management capabilities

Don't trust the critical details of your service management business to anything less than Sage Timberline Enterprise. You need to get the right technician to the right place at the right time to complete the right job. Anything less is unacceptable in your customers' eyes.

With so much at stake, take advantage of the strength of our advanced Service Management application to run more efficiently and cost effectively, plus have the robust capabilities to get the job done right—the first time, every time.

Only enter information once for customers, vendors, invoices, purchases orders, and many other financial details, so duplicate work and the potential for errors is virtually eliminated. Sage Timberline Enterprise Service Management also provides you with complete management over service agreements, field time capture, materials requisition, preventative maintenance, warranties, and much more.

Dispatch Board

At the heart of Service Management is a new, state-of-the-art Dispatch Board that lets you closely monitor all aspects of your service work. Providing a comprehensive view of your day-to-day operations, the Dispatch Board allows you to instantly see which service technicians are available, and does an automatic skill check to ensure that each technician you designate has the right qualifications for that specific job. Simply drag and drop technicians' names into the appropriate time slots to assign them to the project you choose.

Additionally, you can:

- Alert dispatchers on overdue items, unfinished work, items on-hold that need follow up, and urgent calls.
- Sort assignments by date and time, and prioritize service calls by estimated start and finish times.
- Use time stamps to create an audit trail of actual hours worked and cross-check them against technician time cards.

Quotes

Stay on—or under—budget right from the beginning of the process with the Quotes application. Create a quote for work to be performed for a fixed price. Within the quote, estimate the scope(s) of work and the associated costs, and then enter the quoted price. When the quote is approved, it automatically generates a work order for the job which reflects the fixed price from the quote.

Additionally, you can:

- Specify the fixed quote price for the work that can be defined per line item or rolled up by line item type (labor, parts, miscellaneous).
- Specify a follow-up date for each quote. Using workspaces, you can easily track all outstanding quotes and easily find ones that need to be acted on.
- View enhanced quote summaries including comparisons of estimated cost and profit versus actual cost and profit.

Work Orders

Because all work in Service Management is managed by using work orders, whether the work is initiated upon customer request or from an ongoing maintenance agreement, you ensure that everything is accurate and timely.

Keep abreast of your intended billings by detailing your work orders even further with scopes of work. Each scope can have different work types (call types) and rate sheets, and can be assigned to different service departments. Even define line items for each scope, organized into tasks if desired.

Additionally, you can:

- Create work orders for customer service sites (to be billed to the customer), or for job service sites (to send costs to a job in Job Management).
- Specify a due date or date range to set guidelines on when the work needs to be performed.
- Generate work orders on demand or, create them automatically to fulfill work for approved work order quotes and approved preventative maintenance agreements.

“Before if I had a new maintenance contract with, for example, 50 pieces of equipment, it would take close to 90 minutes to enter. Now I can do the same contract in 10 or 15 minutes”.

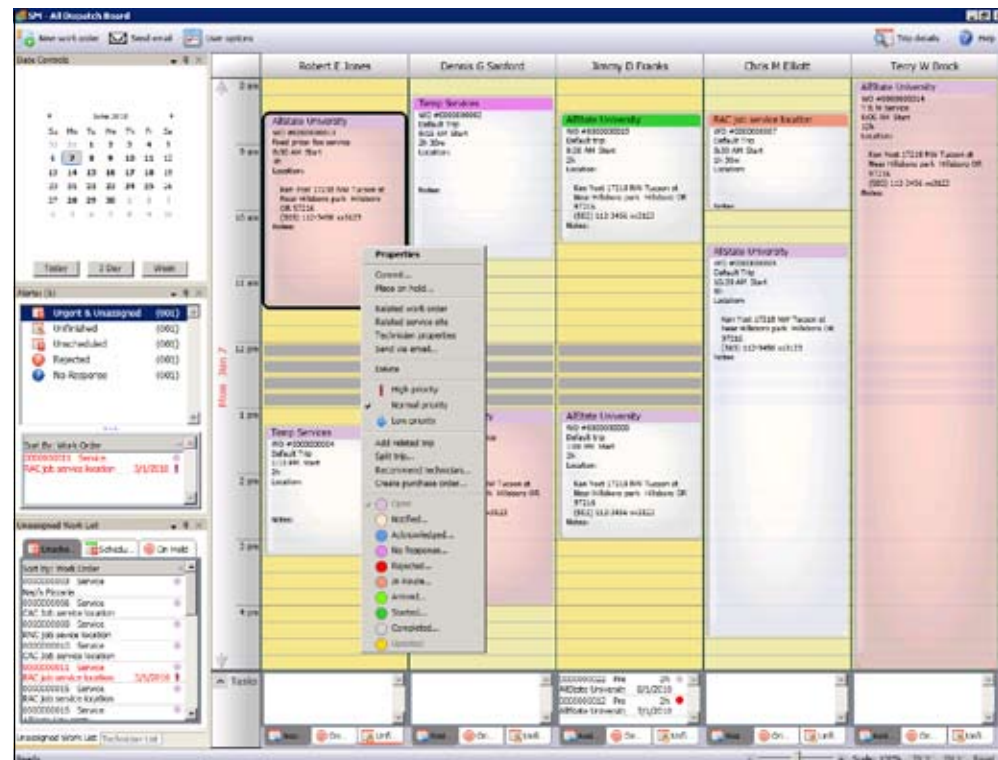
—Rodger Cantrell, Sage Timberline Enterprise Customer

Service Agreements

Always be confident that you're on top of your busy service responsibilities and resulting revenue. The Agreements application keeps you firmly in control of your maintenance business by tracking service agreement dates and maintenance schedules. To save money, consolidate service trips by accessing summaries of agreement service schedules and past/upcoming work.

Additionally, you can:

- Specify a pricing and billing method for the entire agreement, or for each individual service within the agreement.
- Use an adjustment billing feature for “one-off” charges or credits for an agreement.



◀ Our state-of-the-art Dispatch Board gives you complete control over your service work. You can even drag and drop across multiple Dispatch Boards and monitors to get a complete view of your jobs.

BENEFITS

- Save time and gain complete control over service and maintenance work with a state-of-the-art dispatch system.
- Eliminate duplicate data entry with tight integration to accounting, purchasing, inventory and job management applications.
- Easily create, modify, and monitor service and preventative maintenance agreements.

ACCOUNTING AND PRODUCTIVITY TOOLS

The core accounting capabilities in Sage Timberline Enterprise, combined with tight integration to other modules, give you unsurpassed access to check your business' financial health, analyze it from various angles, and perform everyday accounting tasks.

Manage your financials with confidence

Don't guess where you stand with your company's numbers. Sage Timberline Enterprise offers everything you need to take charge of your payables and receivables, maintain customer agreements and relationships, track your financials, and proactively manage your cash flow. For fast and efficient account reconciliation, all transactions track back to their source and related activity.

And because of the seamless integration with Service Management, Operations, Inventory, Purchasing, and other applications, you only need to enter data once in order to populate the appropriate fields throughout the software. You reduce the risk that repetitive error-prone data entry can bring to all your critical records.

Accounting components include:

Accounts Payable—Ensure effective tracking of all invoices coming through your door—from the moment they arrive until they are paid in full.

Accounts Receivable—Process cash receipts accurately and quickly.

Cash Management—Monitor your cash flow and ensure that your accounts are always funded at optimum levels.

General Ledger—Access and report on financials through a comprehensive range of integrated tools.

Inventory—Efficiently manage everything from item costing and material receiving to location tracking, physical counts, and more.

Job Management—Handle virtually any level of tracking complexity from simple costing to a sophisticated structure.

Purchasing—Streamline how you purchase and then restock inventory items working from a single source of information.

Analyze and process your business metrics with accuracy

In today's competitive business environment, you need to know where your business stands at a moment's notice. Sage Timberline Enterprise provides flexible, interactive productivity tools to scrutinize, view, and display just the information you need, in any format you want.

Analytic and productivity capabilities include:

Excel Integrator—Leverage the power of Excel to publish information throughout your organization, even to workers in the field using a mobile device.

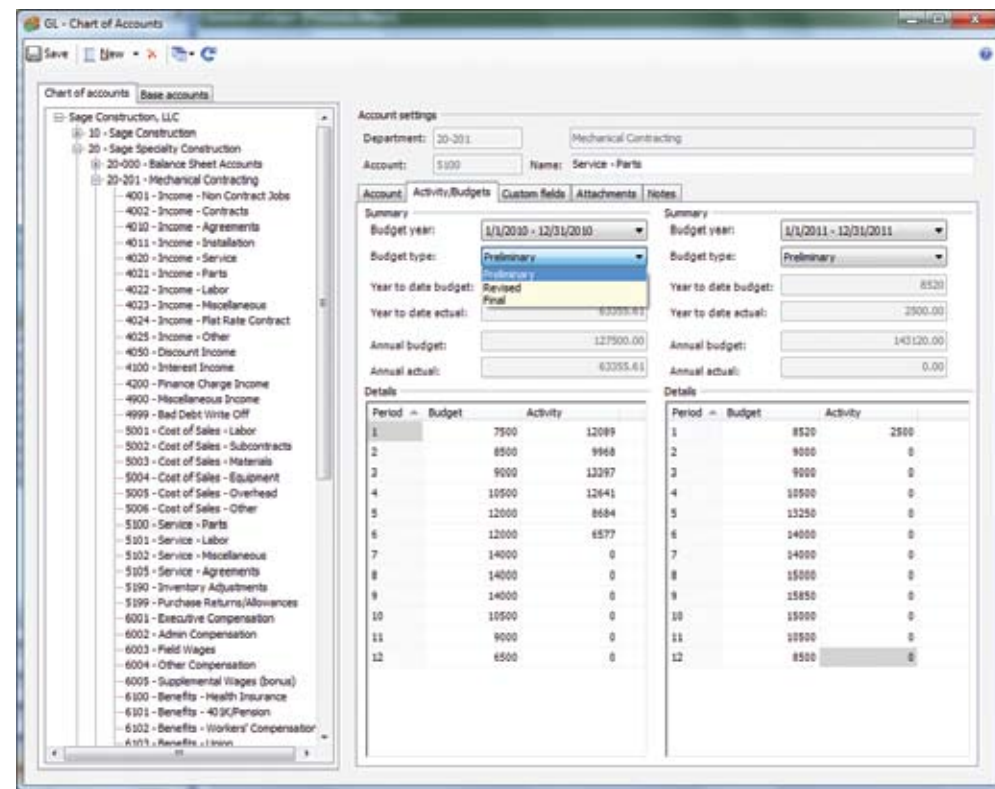
Process Maps—The perfect tool for getting your current staff and new hires up and running quickly, each Process Map provides an interactive, visual representation of everyday roles or department-based processes. Just click on any section of the diagram to complete your work.

Report Designer—Take advantage of Sage Report Designer's point-and-click interface to choose and position the fields you want for your report. Modify standard reports, or create new reports to present exactly the information that people inside—and outside—your company need to see.

Workspaces—With Workspaces, you and your team can apply filters to display exactly the data you want to evaluate when you search for specific information using exact match or partial match criteria. Then drill down from summary information to supporting detail.

BENEFITS

- Effectively monitor and streamline your entire financial process.
- Keep on top of any changes in your financial operations.
- Be more efficient by entering information once and having it available throughout this fully integrated accounting and operations system.
- Eliminate tedious data imports and exports with superior integration to all applications.



← Sage Timberline Enterprise leverages your historical account data, and allows you to set balance sheet levels.

OPERATIONS

Boost your productivity and expertise with advanced construction-specific applications that allow you to save time, overhead, and manpower.

We're part of your successful equation

Increase your operational efficiencies with Sage's extensive selection of add-on products. Because there's no one-size-fits-all system for your business, we offer applications that enhance your software's performance, your productivity, and your potential for success.

Modules designed exclusively for construction business requirements give you the edge you need to profit in an ever-aggressive marketplace. Take advantage of estimating, payroll, and other comprehensive solutions to save money, tailor your software, and focus on your company's short- and long- range goals.

Sage Estimating

With Sage construction estimating software you have the tools to build winning estimates and win more—and more profitable—work. Sage estimating solutions give you multiple take-off options, industry-specific pricing databases, and integration with General Ledger, so you can create and set up jobs from estimates in one easy step. And when you win the job, all your estimators need to do is approve the estimate and the job is automatically created for cost-to-budget comparisons.

Our construction bid software solutions get extra muscle from a full range of industry-specific databases. Packed with thousands of items, these databases are easily modified so you can enhance them with your own unique items, formulas, and assemblies. You can also choose to integrate with RSMean or update prices from Trade Service Corporation.

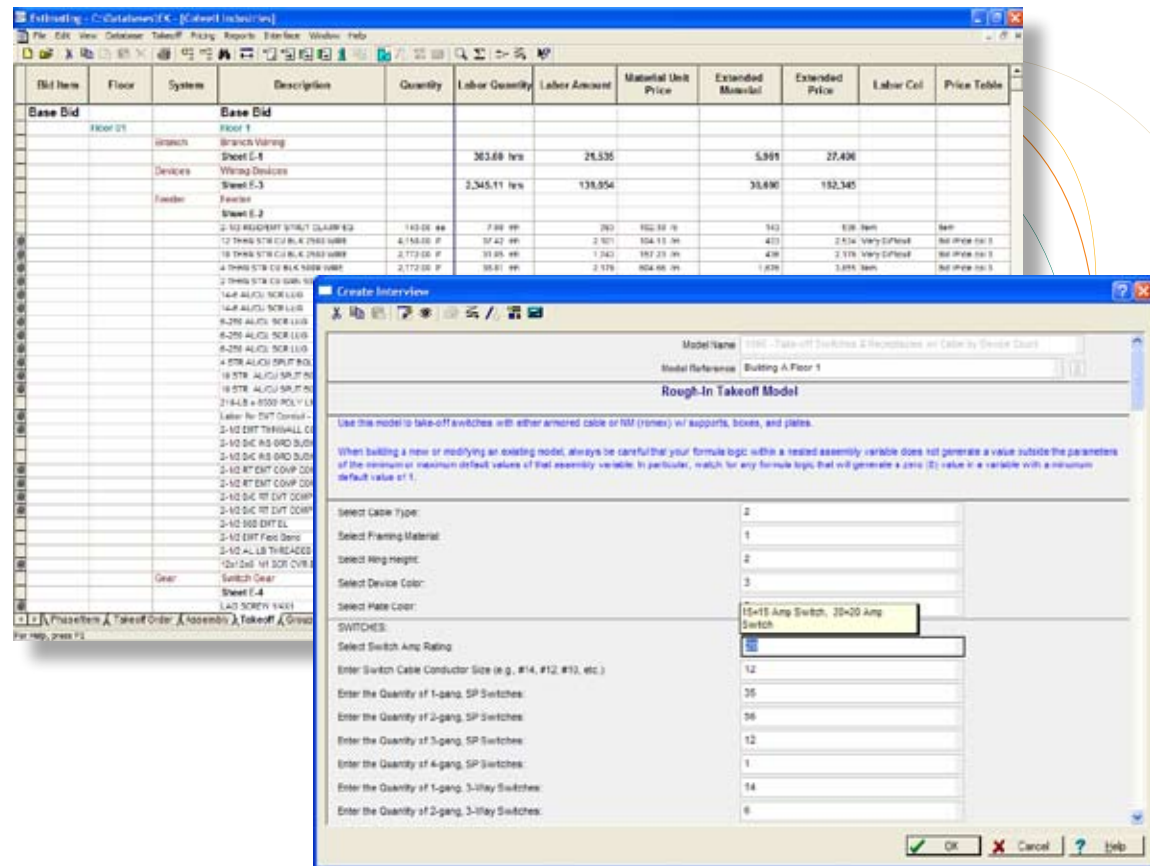
Sage Payroll

Automatically process even the most complex construction payrolls with the ability to seamlessly apply labor costs to your jobs. Set the controls, then let Payroll transform timesheet entries to paychecks and costing information. Your employees get accurate, efficient payroll data, and you get peace of mind.

You'll be supplied with complete, real-time job cost analysis and also get electronic access to state and government payroll-related forms, such as W2s. Print or report electronically, including tax filings, new hires, and more.

Other Integrated Solutions

Sage Timberline Enterprise's open design integrates with a variety of innovative applications offered by authorized Sage Development Partners, ensuring that your system is customized exactly to your own specifications.



▲ Answer a few simple questions in the model interview, and Model Estimating creates fast, accurate conceptual estimates in minutes. You can continue refining the estimate up to the final bid without leaving the spreadsheet or creating separate conceptual and detailed estimates.

BENEFITS

- Win more business with powerful estimating applications.
- Pay and manage your employees without headaches.
- Completely customize your system with robust add-on solutions.
- Mobile solutions that connect field staff and service technicians via laptops, tablet PCs, SmartPhones, iPhones, iPads and more to streamline service work order processing and labor time tracking.
- Alerts and notification software to keep track and alert you of what needs to be done, who needs to do it, and in many cases, automatically performs the tasks for you.
- Web-based human resources management solutions that allow field managers to easily manage employee information including contact information, employment classifications and ratings, training, certifications, evaluations, employment documents and more.
- Customer website solutions to allow your customers to easily enter and track their own service work order requests and retrieve all service and invoice history.

SUPPORT AND SERVICE—OUR COMMITMENT TO YOU

We have you covered

We have been providing award-winning customer support to over 22,000 customers for more than 35 years, so be assured that we're second to none in the industry. At Sage, we believe software support isn't about making technology run better. That's only scratching the surface. We designed our Sage Business Care program to help make your company more successful and more agile. We are committed to helping you get more out of Sage Timberline Enterprise than you ever thought possible. To find out more about Sage Business Care, contact us at 866-991-5606.

Customer Support

Our support center is staffed by a talented, dedicated team, consistently recognized for following best practices and setting high standards in responding to and resolving customer questions. We pledge to provide fast, friendly and effective solutions whether you call into our telephone support center or use our online resources.

If you need to resolve issues outside business hours, you can always log on to the Sage Knowledgebase, where not only will you find relevant data for quick answers to your inquiries, but also locate downloads, subscribe to content, and much more.

Professional services

Sage business partners and their certified consultants, along with our Sage Professional Services Group, can help you when you need more personalized assistance.

Specialized Solutions

Sage affiliates offer a variety of powerful, industry-specific applications which extend Sage Timberline Enterprise capabilities for an even more highly customized business management solution.

Sage University and other training

Comprehensive training opportunities help you build your expertise whether you are a new user or looking to learn some additional skills. Take the courses you want at the times you want on a budget you can afford. Join us for classes at Sage University—or opt for in-person training at events hosted by Sage business partners or during our customer conferences.

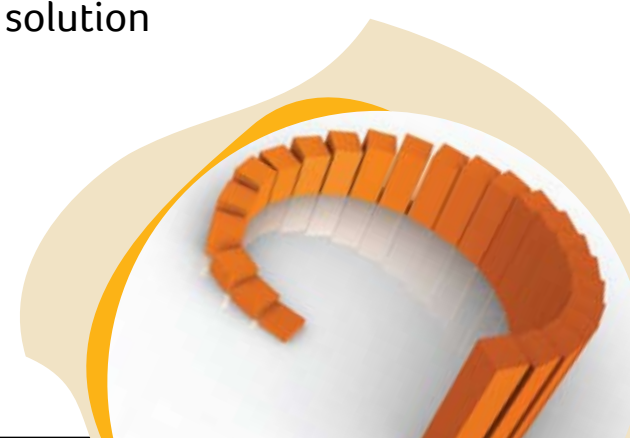
BENEFITS

- Benefit from experienced, informed support personnel.
- Enjoy 24/7 Sage online support.
- Get the comprehensive training you and your team want.



Don't trust your business to anything less than **Sage Timberline Enterprise**—the complete solution for service and specialty contractors.

For more information about Sage Timberline Enterprise, contact your Sage business partner, call 800-628-6583, or visit www.sagecre.com/ste.





About Sage
Construction
Software and Real
Estate Solutions

No matter where your business fits into the building lifecycle—new construction, service and maintenance, or property management—Sage offers a complete range of software solutions so you can find the best one to meet your unique needs. With more than 20,000 customers, Sage construction software and real estate solutions are backed by more than 30 years of experience and award-winning support.

Sage Construction and Real Estate Solutions is part of Sage North America and The Sage Group plc, a leading global supplier of business management software and services. At Sage, we live and breathe business every day. We are passionate about helping our customers achieve their ambitions. Our range of business software and services is continually evolving as we innovate to answer our customers' needs. Our solutions support accounting, operations, customer relationship management, human resources, time tracking, merchant services, and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries.

Sage North America employs more than 4,000 people and supports nearly 3.1 million small and medium-size business customers.

The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs 13,100 people and supports 6.2 million customers worldwide.

For more information about Sage Construction and Real Estate Solutions, please visit www.Sagecre.com or call 800-628-6583.



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