

Microsoft Business Solutions—Great Plains

Contract Administration

Contract Administration has the tools you need to effectively manage complex, multitiered contracts, quotations and warranties, putting you in a better position to maximize your service revenue. Tracking customer contracts, quotes and equipment histories becomes a point-and-click process. You'll know everything you need to know about your customers when they call, instantly locating their equipment and service contract status and history.

Contract Administration is optimized for ease of use, enabling you to quickly pinpoint contracts that are up for renewal and view the previous contract's profitability. You can proactively manage changes in contract equipment, prorating new charges at any point in the contract term, revising prices and instantly determining whether the change will be a profitable one for your bottom line.

Contract Administration's flexible setup allows you to define contracts based on customer needs, set up problem and resolution codes and specify a user-defined escalation path. You can set up an unlimited number of industry-specific "price books" to quickly provide accurate and efficient contract quotes.

Ensuring your contractual arrangements are reflected in work orders and billing becomes simple. You can automatically generate service calls based on contract obligations and automatically renew contracts. Pricing maintenance contracts becomes accurate and easy with Contract Administration's sophisticated method of using historical contract information to determine mean time to repair and mean time between failures.

Built-in reporting and inquiry tools and automated common-sense features, such as combining multiple invoices onto a single statement and automatically generating contract renewal letters in word processing programs help you cut expenses, reduce paperwork and increase customer satisfaction.

Quick Features List

- Generate service agreements or quotes, single-button transfer between quotes and live service agreements.
- Maintain unlimited contract price books to automate your complex contract pricing.
- Utilize contract options and response times to provide customers multiple levels of service agreements.
- Customer billing based on time or meter usage.
- Revenue recognition based on five different methods: straight-line, metered, based on calls, block time or retainage.