How does yours compare?	ServiceDesk	Logiserv	Swiftlink	SD-Lite
General Architecture				
100 Percent Genuine Windows (all forms, all windows, etc.)	👍	👍		👍
Includes powerful and integral elements that are custom-created for each particular user (i.e., DispatchMap, StreetList, ZipCodeList, etc.)	👍			👍
Most interfaces upgraded beyond the Windows standard (i.e., single-keystroke shortcuts, cursor-directed movement from box-to-box, etc.)	👍			👍
Programmed in Microsoft VB	👍	uses Clarion	uses Cobol (circa 1959)	👍
Acquisition and Maintenance				
You <u>own</u> the program; once purchased, there's no obligation to ever pay another penny	👍	👍	no option but to pay forever, much higher cost over long-term	no option but to pay forever, much higher cost over long-term
Lowest long-term cost (acquisition, maintenance, technical support and updates)		👍		
Next-to-the-lowest long-term cost (acquisition, maintenance, technical support and updates)	👍			
Unlimited networking included (i.e., no increase in price, no matter how many computers are used)	👍	in premium version only	more stations = more dollars	👍
Optional contract purchase method, spreads purchase cost over 24 months	👍			
A true and full one-year, 100 percent money-back, absolute satisfaction guarantee	👍			
Updates and Improvements				
Updated -- with new and cool features -- (literally) <u>dozens</u> of times per year	👍			👍
Ongoing list of new features and improvements posted on-line, available for all to see and review	👍			👍
Quick-turnaround updates (request a feature or fix, have it later that day)	👍			👍
Automated updates (program performs the process) via direct downloads from maker's website	👍			👍
Emails maker when faults are encountered (improves ability to rapidly fix program faults)	👍			👍
Training and Support				
Package includes comprehensive printed manual, and in-depth CD-based tutorials	👍			👍
Help line is answered directly (on average within two rings), emails are promptly answered, etc.	👍			👍
System connects your computer to help-desk, so technician can work on your screen with you, engage in assistance via chat box, etc.	👍			👍
Call Management				
Incredibly adept *Call-Management* system (allows for simultaneous transcription of details connected with each call, inherent documentation, transfer to other desks for handling, timed hibernation to store for later handling, automated documentation of return-call efforts and similar, auto-alarms to alert to inattention, etc.)	👍			👍
Direct integration with *CallerID* (know who's calling, their job history and current job status before even picking up the phone)	👍			👍
Multi-context and automated, as-you-type (i.e., no-request-required) *searching* on customer Name, Address, Telephone numbers -- even Email address	👍			👍
Drop-down, custom-built *StreetList* (shows streets from your territory, matching what you've typed as you type; select for full insertion, implicit check on accuracy of address number, etc)	👍			
Auto-insertion of *page and grid references* , to local mapbook as used by your techs	👍			
Scheduling and Dispatch				
Custom-built *DispatchMap* (on-screen sketch of your territory, shows all jobs in correct locations with color-coded tech's routing, location of new job to be scheduled, jobs still needing to be scheduled, etc.)	👍			
Uses sophisticated *AI* (artificial intelligence) to automatically optimize sequence of jobs for each tech, based on street layout, traffic patterns, etc.	👍			👍
Convey jobs to techs via printed service tickets, email, fax, paging, text-messaging, remote log-in, etc. (with user-selectable detail and optional parts PickLists, RouteSheets, etc.). Or use full-automation via mobile application.	👍			👍
Auto-Creation of TimeEstimates for Schedule, auto-emailing to customer to inform, etc.	👍			👍
Automatically tracks whether (and when) each job was confirmed with customer, whether (and when) dispatched to tech, whether (and when) tech has arrived and/or finished, etc. -- all graphically displayed within on-screen DispatchMap	👍			Yes, except not displayed *graphically*
Job Management				
Comprehensive Job-Management includes full "cradle-to-grave" management of every job, always-available, instant access to real-time data, etc.	👍			👍
Integral system of Post-Visit-Reports assures perfect and timely input of all data relevant to each incident on job, including integration with parts ordering, inventory control, funds control, etc.	👍			👍
Auto-maintained narrative JobHistories detail every significant event on every job	👍			👍
Electronic "Sticky-Notes" can be attached to any job	👍			👍
Auto-alert system informs when any job is not receiving timely attention	👍			👍
Accounting Features				
Full-fledged accounting (general ledger, statements, etc.)			👍	
Handles the *Revenue-Side* of accounting (i.e., Sales, A/Rs, etc.), leaving you free to use purpose-made accounting for remainder	👍	👍		👍
Semi-automated preparation of bank deposits, combined with systems that assure accurate and secure disposition for every item of money	👍			👍
Direct export (summarizing its own accounting activity) to QuickBooks or PeachTree	👍			👍
Built-in *Virtual-Terminal* (allows for direct running of credit card transactions, perfectly integrated with other internal processes; let's you throw away any/all other "terminal" devices	👍			👍

How does your system compare? (Page 2)	ServiceDesk	Logiserv	Swiftlink	SD-Lite
Other Features				
Electronic submission of *warranty claims* is *virtually* automated; system auto-fills on-screen claim form, allows user review, then transmits directly to processor	👍			👍
Invoice/Work-Orders fully customizable to user preference, may print with inclusion of form-image (i.e., onto previously *blank* paper) or text-only within spaces of otherwise *pre-printed* form	👍			👍
Superb electronic rolodex		👍		
Bifurcated parts management -- *special-order parts* are handled via one set of mechanisms (superbly tailored for them); *stocking parts* (aka inventory) handled via another (specifically tailored for them)	👍			👍
Ultra-competent *POS* functionality, with multiple customizable forms and direct integration with built-in credit card processing	👍			👍
Ability to create *Hyperlinks*, both between jobs internally, and (via simple drag-and-drop) to outside documents, photos, website urls, etc. Once created, just double-click on the hyperlink to open the underlying object	👍			👍
Multiple mechanisms for handling past-due A/Rs (e.g., standard statement format, more personal-oriented dunning letters, memo-format for institutional clients, etc.)	👍			👍
Extremely sophisticated *Pricing Matrix*, allows for *smooth* markup curves (i.e., no jagged steps between pricing brackets), almost unlimited options, methods and tiers, etc.	👍			👍
Super-sophisticated *backup utility*, complemented with on-the-fly ability to view data at any backup location	👍			👍
Extremely sophisticated *security*, operations can be given password protection (or not), each user can be given uniquely-customized permissions to the particular operations you want them in	👍	👍		👍
Built-in *atomic clock* feature (assures system clock is always accurate to time and date)	👍			👍
Intra-Office/Intra-Tech *e-Mail System*	👍			👍
Single-click *Auto-Dialing*, *Auto-Emailing*, etc.	👍			👍
Auto-Reception of Answering Service messages	👍			👍
Auto-Insertion of email-received dispatches	👍			👍
Incorporates built-in report-writer for easy creation of custom reports		👍		
General Performance Indices				
Over 95 separate interface/functionality zones	👍			👍
More than 60 unique printout/reports, featuring a wide array of unique analytical information	👍	👍		👍
More than 30 unique exports, other exports added on an as-demanded basis	👍			👍
More than 450 contexts where system monitors user action, and warns of potential errors/mistakes, etc.	👍			👍
More than 175 user-settable options	👍			👍
More than 40 unique internal searches	👍			👍
Features in Optional *Mobile* Application				
Mobile application allows techs to be automatically synched with the office via a portable electronic device – similar to the way a UPS man is synched, via his device, with his office.	👍			👍
Maintains flawless operation even when internet connection is interrupted, gives techs all revelant details of day's jobs, cancellations and additions, etc., auto-updates office on his work	👍	No mobile application is offered	No mobile application is offered	👍
Creates electronic service tickets for customer (with electronic signature capture), may be printed or emailed, image is auto-attached to job back at office, etc.	👍			👍
Runs credit card transactions (including integrated swiping), schedules return visit, electronically captures customer's signature on customized disclaimers, links to Mail system, allows barcode capture, etc.	👍			👍
Other Optional "Add-On" Applications				
A *"Cyber-Office"* supplement to automate most office-to-consumer and consumer-to-office communications -- including intial job-booking [i.e., On-Line Scheduling], confirmations, re-booking of appointments, job-status-checking and technician tracking -- all via an elegant system of web-interfaces and auto-generated emails	👍			👍
"Dispatch-Link" utilities to automate reception of dispatches (into main application) from ServiceBench, ServicePower and LG; also keeping each auto-informed of availability for scheduling (by zone and date); and auto-updating Job-Status to ServiceBench	👍			👍
A *"Revenue-Builder"* utility to manage service contracts and/or programs involving periodic maintenance	👍			👍
A *"Dealer-Management"* utility to manage serialized inventory and related POS processes	👍	integrated with main product	integrated with premium version of main product	👍
An *"Emailed-Receiver"* utility to automate reception of dispatches as received via email from entities such as AHS, Old Republic, etc. (parses text and auto-inserts to main app's internal order-taking form)	👍			👍
A *"JobStatusUpdater"* utility to satisfy AHS's requirement for constantly-maintained auto-updating of job status	👍			👍
Comprehensive-Parts-Data-And-Model-Lookup, includes a huge dataset of model and parts info (with current pricing), extensively integrated within a plethora of contextually relevant main app operations	👍		similar data, less integration	👍
General Commendations				
Rock-solid reliable, user downtime (at least in the vast majority of instances) is zero	👍			👍
Has thrived in the market without being pushed by a nationwide army of sales reps who directly invade servicers' offices on a monthly basis	👍	👍		👍
Boasts scores of users who've converted from Swiftlink	👍	👍	n/a	
Boasts scores of users who've converted from Logiserv	👍	n/a		
Boasts ANY users who've converted from ServiceDesk	n/a			
User base is rapidly growing	👍			
More than just considering the system "adequate," users truly love it, and the provided support, too	👍			👍
(please note the above list is for comparison purposes only, and does not constitute a comprehensive list of features)				

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