Features Comparison of the Leading Service-Management-Systems
(as offered in the electronics repair industry)

How does yours compare?	ServiceDesk	CDA
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-key shortcuts, cursor-directed movement from box-to-box, etc.)	👍	
Modular Construction (each area of functionality priced and purchased separately)		👍
Acquisition and Maintenance		
You own the program; once purchased, there's no obligation to ever pay another penny	👍	👍
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)	👍	👍
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) dozens 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	👍	
Our telephone is answered by a live human, usually within two rings (no voicemail-based menu-trees)	👍	
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* (as-you-type, shows matching streets specifically from your territory; select for full insertion of city-name, zip, mapbook page/grid-coordinates, etc. (plus implicit check on accuracy of address number)	👍	
Non-customized, national database allows user to ascertain city, state and county via user-provided zipcode		👍
An added freebie/micro program provides instant and nationwide, as you-type cross-referencing from zip-to-city or city-to-zip	👍	
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	👍	
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		
Handles the *Revenue-Side* of accounting (i.e., Sales, A/Rs, etc.), leaving you free to use purpose-made acccounting 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	👍	

Feature	ServiceDesk	CDA
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	👍	add-on module, $800
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	👍	
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	👍	basic POS
Automated Labor-rate insertion based on model and customer type		👍
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 <u>curves</u> (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:* each operation can be given password protection (or not), each user can be given uniquely-customized permissions to the particular operations you want them in, etc.	👍	add-on module, $400
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.	👍	
Multiple-Mechanisms (both built-in and supplementary) for Auto-Reception of Answering Service messages	👍	
Integrated printing of bar-coded parts labels (with multiple label and printer choices), plus, via export/mail-merge functions, unlimited/unrestricted creation of customer labels/letters on basis of any conceivable selection criteria	👍	
Ability to direct-print mail labels on basis of select criteria, in fixed format and to particular printer and label type		👍
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	👍	
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., <u>On-Line Scheduling</u>], confirmations, re-booking of appointments, job-status-checking and technician tracking -- all via an elegant system of web-interfaces and auto-generated emails designed to integrate with either a new or existing *user* website	👍	
Job status checking for consumers via customized page on maker's domain (not user's).	included in CyberOffice	👍
Several *"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	👍	
Dispatch automation is done on a module level, and includes some exclusive arrangements with NSA/Sony		👍
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	👍	
General Commendations		
Rock-solid reliable, user downtime (at least in the vast majority of instances) is zero, no daily downtime for backup, etc.	👍	
User base is rapidly growing	👍	
More than just considering the system "adequate," users truly <u>love</u> 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)

RossWare
WE MAKE COMPUTERS THINK!

290 E. Lighthouse Road
Shelton, Wa 98584
800-353-4101 Voice
800-353-7800 Fax
www.rossware.net

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At Rossware, we have been determined to assure accuracy in this comparison. To that end, CDA was consulted for any additions and/or corrections they might wish to make. Though replying vaguely that our draft was "not accurate," CDA refused any further specification.