

## SouthWare Enhances Its Service Management Module with New Service Scheduler and Dispatch Portal

December 14, 2009 – AUBURN, AL – SouthWare Innovations, Inc., a leading provider of integrated business and financial management software, announced today the launch of its new Service Scheduler and Dispatch Portal, which streamlines and simplifies the dispatch of field service representatives by making critical scheduling and dispatch data available online.

Enhancing the company's already powerful Service Management Module, the Service Scheduler and Dispatch Portal centralizes service team data such as availability, scheduling, location, and assignments requirements so field service companies can more efficiently manage field employees and lower administrative costs.

"Service Scheduler gives SouthWare users a real-time view of their service department – from dispatching to completed orders – online from anywhere," said James Clemens, president of SouthWare. "They can preview and edit schedule assignments with the click of mouse. It's just that easy."

SouthWare's clients access the full potential of their field service schedules with calendar views by day, week, month, and technician. The preview function provides instant access to order details and facilitates quick changes to scheduled work assignments with drag and drop ease. Optional technician mapping function provides driving routes for assignment locations. The user friendly calendar delivers real-time tracking of service calls and ensures maximum efficiency of the service team – enhancing workforce and equipment utilization.

### Product highlights:

- Get a birdseye view of the service department, open orders and dispatching
- Preview and edit scheduled assignments and orders online
- Alternate between calendar views by day, week, month, and technician
- Make changes on the fly with the ease of drag and drop functionality
- Integrate with Microsoft MapPoint to get field technicians in the right place at the right time

The Service Scheduler and Dispatch portal is compatible with any of SouthWare's classic schedulers and quickly integrates with any current SouthWare system.

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## About SouthWare

SouthWare® combines traditional accounting functions with innovative products and services to make work easier for organizations across many industries. Our family of integrated financial and management information software is tailored for each client to meet specific business needs. A privately owned company, SouthWare is headquartered in Auburn, Alabama. We opened our doors back in 1984 with Version 1. Twenty-five years –and 15 revisions– later, we are proud to produce a robust and mature product offering for companies of all sizes nationwide.

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