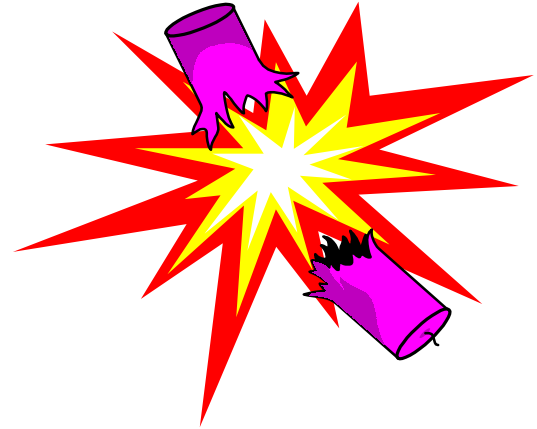


Introducing...

Dynamite Service - Generation 3

A major advancement in technology for the service industry. New intuitive screens, modifiable reports, customized menus, and multiple languages.

Dynamite Generation 3 is built on a 10 year foundation of stable business logic. Screen layout, reporting capabilities, and system functionality have been significantly enhanced.



A Complete Service Tool

Looking for more functionality from your computerized service system? Does it merely keep score of how well you're doing or does it help run your business? Are you still running your service department with pencil and paper or doing redundant data entry? **Dynamite starts where the others leave off!**

Unlike most service systems, Dynamite is upwardly compatible starting at the most elementary level. This means that, as your business grows, Dynamite can meet new information processing requirements without major disruptions to your business. Data is carried forward thus avoiding staff re-training.

Dynamite Generation 3 can be configured as a stand alone system or integrated with selected accounting systems. This integration is real time.

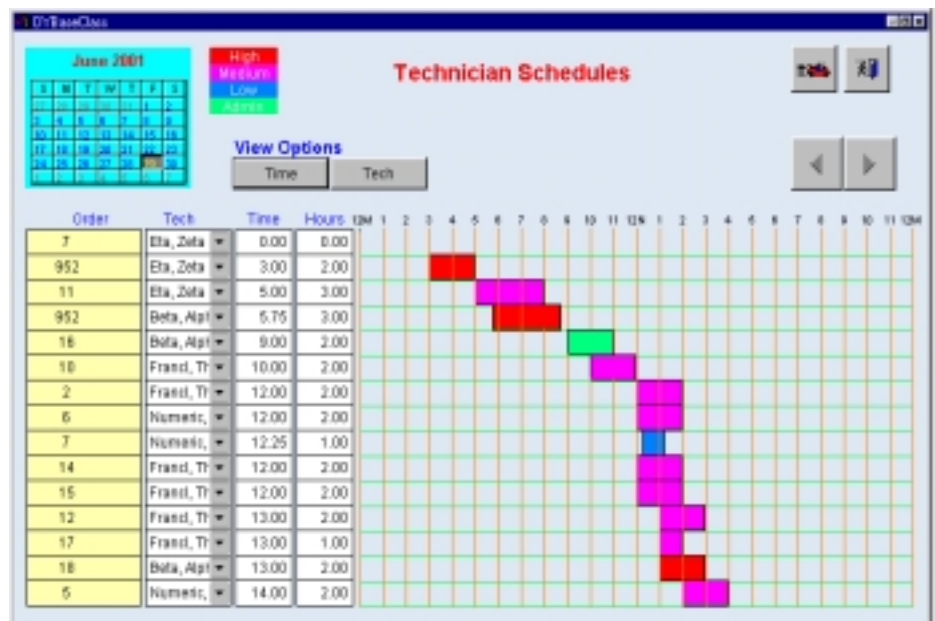
Intuitive Screens

Dynamite has clear, uncluttered screens that employ both visual and textual navigation buttons for intuitive use. Screen colors can even be adjusted according to your own preferences. If Spanish or French is your native tongue, screens and reports can be presented in that language. Custom screen labels are also supported so Dynamite can refer to your technicians as "repairmen", "plumbers", etc..

Extensive Features

The Dynamite Service System is a Microsoft Windows-based service dispatching system that takes requests for service, assigns the order to a technician, creates invoices, and even keeps track of inventory. It provides a detailed calendar of appointments for each technician and can report the profitability of each customer.

Dynamite maintains full service records for each customer work site. The system also creates service contract invoices automatically and warns when contracts are nearing expiration. It automatically checks the customer's credit before a new service order is accepted.



Service Orders (Field or Depot)

- Dispatching by technician, territory, or skill.
- Overdue invoices and expired contracts warnings.
- New orders for both existing and new customers.
- Automatic checking of customer's credit.
- Alpha page or e-mail order to technician.
- Unlimited problem and resolution statement length.
- Predefined problem statements (optional).
- Capability of printing problem on customer's invoice.
- Automatic creation of invoices.
- Service orders extracted for uploading to your web site.
- Ability to invoice a third party for warranty repairs.
- Capability to locate service records 10 different ways.
- Customized work order forms can be used.
- Technician data base and graphical schedule.
- Technician activity/productivity report.
- Support of Block Time Billing (retainer fees).
- Job Costing with progress invoicing and proposals.
- "No charge" service orders.
- History of component failures maintained.
- Extensive depot repair functions.
- Help Desk searches reduce on site visits.

Job Site/Contract Records

- Calendar-based, meter-based, or block time contracts.
- Automatic invoicing of contracts.
- Multiple contracts available for any customer.
- Generation of preventative maintenance service orders.
- Tracking of customer equipment and serial numbers.
- Contract renewal reminders.
- Service contract forms printed.
- Multiple job sites and/or components per contract.
- Customizable component screens with 20 properties.
- User-definable data fields.

Subcontracted Repairs

- Parts sent out for repair automatically recorded.
- Tracks ownership of part and who is repairing it.
- Packing List to accompany part.
- Created directly from service order.

Financial

- 30 day cash flow prediction.
- Invoicing data base shared with accounting system.
- Profitability by customer, contract, or service order.
- Third party billing for warranty repairs, etc..
- Drill down from customer invoice to service order.
- Four invoicing formats, all customizable.
- Invoice collections with note taking and invoice detail.
- Credit card authorization (optional third party module).
- Labor hours exported to accounting Payroll module.
- Cash receipts and customer deposits.
- Salesman/technician commissions.

Customer Records

- Search by Number, Company, Phone, or Zip Code.
- Important fields validated against pre-defined values.
- Multiple pricing strategies available.
- New customers added "on the fly."
- Common data bases shared with accounting system.
- Your Top 40 Customers itemized.
- Report of sales by zip code, salesman, inventory item.
- Salesman productivity reports.
- Linkage directly into service records.
- True CRM functionality.
- Profitability by customer.

Prospecting

- Tracking of sales leads.
- Follow up and reminder reports provided.
- Links to customer data base.
- Statistical value of each lead calculated.
- Ability to import purchased mailing lists on diskette.

Equipment Rentals

- Fleet inventory maintained.
- Contracts invoiced automatically.
- Customizable rental contract form.

Vehicle Maintenance

- Weekly vehicle surveys recorded.
- Gasoline, maintenance, and repair expense recorded.
- Scheduled maintenance advisory reporting.

Purchasing/Inventory

- Inventory data base shared with accounting system.
- Serial numbered inventory supported.
- Inventory by warehouse/truck supported.
- Flat Rate pricing featured.
- Sales kitting with parts explosion.
- Search by item number or description.
- Third party price books can be imported.
- Itemizes Top 40 Items sold.
- Automatic creation of purchase orders based on inventory levels, projects, or sales orders.

Menu Toolbar

- Open a service order.
- Display customer's service order history.
- Technician/order schedule.
- Service order status report/display.
- Help Desk.

Technical Features

- Windows application using Microsoft Visual Fox Pro.
- Operates under Windows 98 or 2000.
- Multi-user networking for NetWare or Windows 2000.
- MDI screens enable several to be open at the same time.
- Primary data bases shared with accounting system.
- Multi-lingual screens/reports - English/Spanish/French.
- Reports outputted to screen, laser, PDF file, or Excel.
- Customized reports insulated from future updates.
- Data Dictionary controlled data bases.
- Object oriented design offers flexibility and reliability.
- On screen HTML user manual with printing option.
- Up to 1.5 million user names available with passwords.
- Ability to set user access to read only or full update.
- Optional real time interface with accounting systems.
- Invisible accounting.
- Source code available.

Demonstration Kit Available

- Download from our web site.
- Complete stand-alone operation.
- Full user manual included.



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