



# Support Contract Manager

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## A dedicated solution to help you fulfill your customer support contracts

**Support Contract Manager** is the ultimate software dedicated to the management of customer requests and orders in the frame of **Aeronautic & Defence support contracts**

**Support Contract Manager** has been specifically designed for entities which have the responsibility of a global support contract involving different partakers :

- Describe your contractual engagements and those of the partakers
- Record requests and orders from your customers
- Affect actions to the relevant partakers
- Track progress, billing and payments through collaborative interfaces
- Measure each partaker's performance, receive notifications and customized alerts

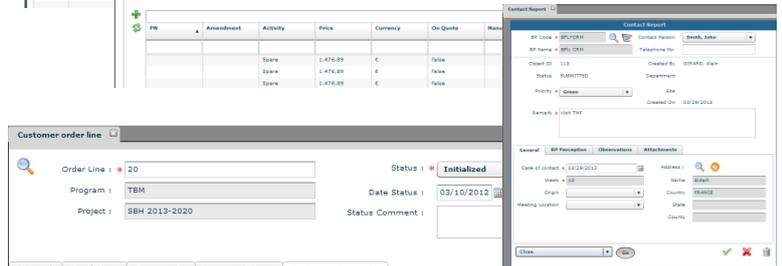
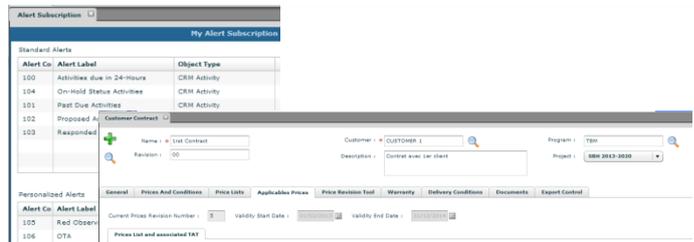
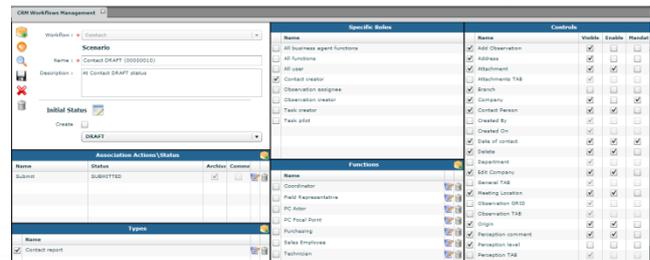
## Why choosing Support Contract Manager ?

"We were looking for an IT solution to manage support contracts for different types of services to military customers. Support Contract Manager was the only standard solution supporting our processes and fulfilling our requirements in terms of integration with our partners"

"We are a joint venture providing an aircraft engine designed and manufactured by a set of partakers. Support Contract Manager appeared to be the ideal tool to record customers or field rep enquiries and manage their satisfaction through the relevant partakers"

"With Support Contract Manager, the progress of my partakers is automatically updated through a collaborative file exchange module and I am automatically warned when a contractual requirement is about not to be satisfied"

"Support Contract Manager made it possible to administrate my contractual engagements and operational process in a very detailed and structured way, as a result, it provides me with an exhaustive view of my performance and that of my partners".



Code	Supplier	Activity	Status
IR-2012-10-229	SUPPLIER 8	Repair	Contractual conditions checking
IR-2012-10-230	TRANSPORTER 1	Transport	Contractual conditions checking

ID	Priority	BP Code	BP Name	Origin	Date of Contact	Status	Create d By	Remark	Created On	Contact Person
113	Green	BFLYCA M	BFLY CRM	AS	03/28/2012	SUBMITTED	GIRAR D	Visit THF	03/28/2012	Smith, John 3
112	Green	BFLYCA M	BFLY CRM	E-Mail	08/21/2012	SUBMITTED	BOUF BRUNO	Repair	08/21/2012	Smith, John 2
104	Green	BFLYCA M	BFLY CRM	Field report	07/17/2012	SUBMITTED	LE GALL	A call to the customer revealed that they are not happy with the parts	07/17/2012	Smith, John 2





# FEATURES & BENEFITS

**Support Contract Manager** is the accurate software for an entity in charge of a support contract involving different partakers.

## Supplier and customer contract management

Helps you describe in detailed terms the contractual engagements with your customers and suppliers, for a wide variety of services.

## Customer orders management

Makes it possible to record an order from a customer and execute it as a succession of orders to the relevant suppliers. From quotation or order to recovery, the process is assisted at each step in compliance with the conditions described in your contracts.

## Enquiries management

A tool dedicated to treating a customer or field rep enquiry. Record an enquiry and track the completion of the answering process through the affectation of different tasks to the relevant accountants within your entity or your partners.

## Assets management

Track the configuration and activity of the assets involved in your contract : modifications, counters, history of repairs...

## Reporting and alerts

Measure your performance and that of your partners vs the engagements described in the contracts. Get warned when actions need to be performed.

## File exchange

Through a dedicated interface, your partners are able to update the progress of their activities through an Excel Import. They, and your customers, have also access to the reporting on the contracts they are involved in.

## FEATURES

## BENEFITS

### Supplier and customer contract management

- Describe your customers and suppliers files
- Declare the contract between you and your customers and suppliers : payment conditions, penalties, warranty conditions, delivery conditions, export control
- Import and maintain the catalogue of prices and lead times per item and service.

### Customer orders management

- Record all the parameters of a customer order, instantly compare with the applicable contractual conditions
- Generate a succession of orders to your partners for the completion of your customer's order
- Track the progress of each order, check the global profitability and observance of the contractual lead time

### Enquiries management

- Customize the system in compliance with your process and organization (internal / external)
- Record an enquiry, treat it by affecting each step in the process to the right people
- Check your to do list for a maximal reactivity

### Assets Management

- Declare any type of individual (part number, serial number) associated to a customer contract
- Update its configuration (part number, modifications)
- Update its counters, check remaining potential if relevant
- Check its status vs warranty conditions
- Update its repair & overhaul history

### Reporting & alerts

- Be warned when an action is due or when a request or order is about not to meet the contractual requirements
- Visualise the KPIs of your process per contract, program or at company level

### File exchange

- Automatic export of the work in progress as an Excel file, with all attached documents
- Your customers and partners have a dedicated access to these files and may import their progress into the system

**2MoRO** is an innovative company dedicated to software development in the Aeronautic & Defence sector.

## Should you have any questions, we'd be glad to answer them.

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