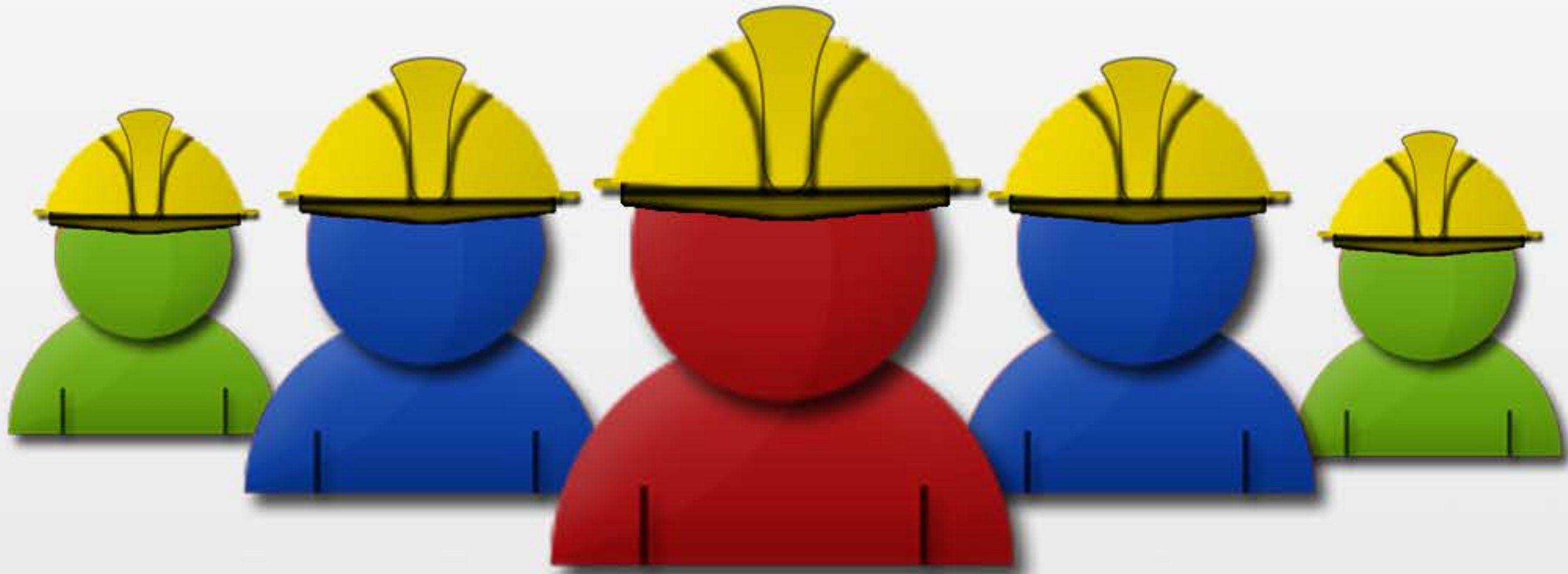


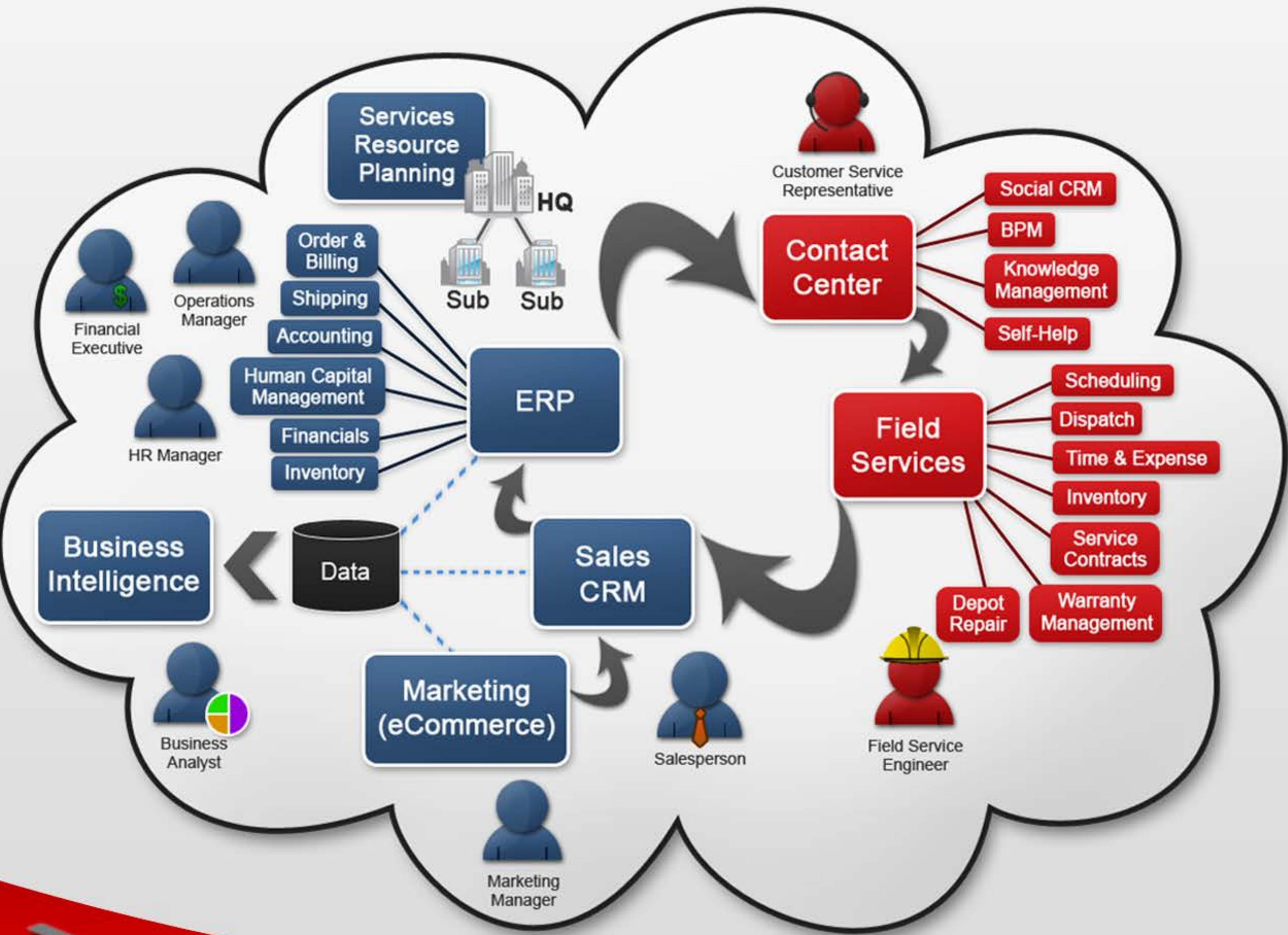


Vertical Solutions
INCORPORATED



V ServiceManagement™

Powered By **VSP™**



What is **V**ServiceManagement™?

VServiceManagement™ is listed in multiple industry landscape reports for CRM Field Service and is offered as a service (SaaS) or in a traditional on-premise model. The application supports multi-channel communication methods while employing Business Process Management (BPM) for enhanced workflow and integration capabilities.

With a “\$1 to \$2” software to implementation services ratio, VSI continues to lead with innovation for companies looking to strategically enhance their customer service and field service operations. Leveraging companies’ current legacy inventory systems (ERP), **V**ServiceManagement™ is an end-to-end service management system for support and field services.



Multi-Channel

Unified Communications

- Phone
- Email
- Instant Messaging
- Video Conferencing
- Workforce Management

Self-Help

Community Knowledge Share

VSM Self-Help

Client & Dealer Self Help Portal

Social Media

VServiceManagement™ Social CRM For Service

Social Intelligence

- Twitter
- Facebook

Knowledge Ecosystem

- Wikis
- Discussion Feeds
- User Groups

VSP Solutions

VServiceManagement™ - CRM, Dispatch, Scheduling, Service Contracts, Warranty Support, Time & Expenses, Depot Repair, BPM, KM, Reporting, Mobile

VSP™ - Vertical Services Platform™

External Applications

ERP & Legacy Systems, Sales Automation, External Applications, Extensions and Add-ons

Infrastructure

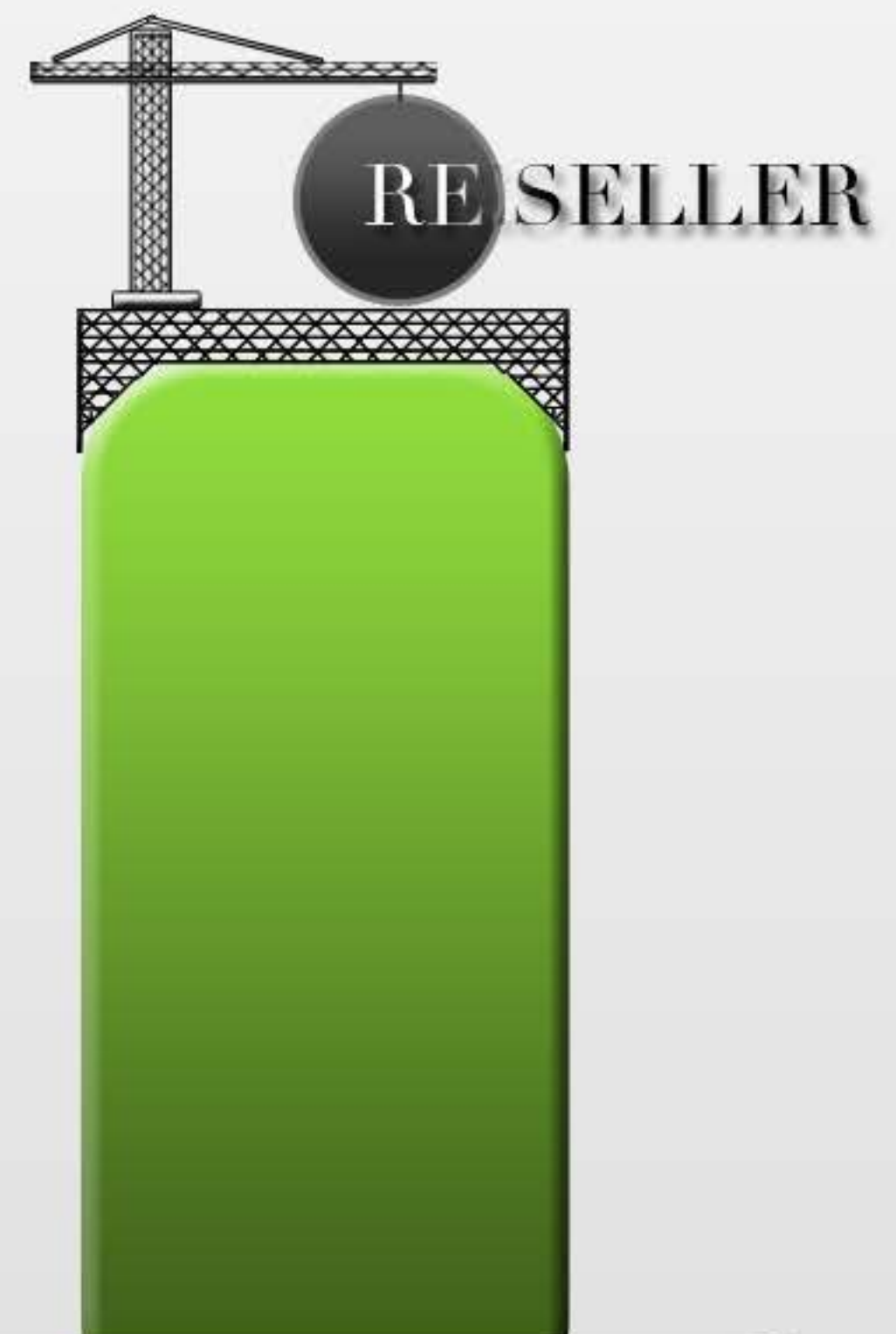
 **Public** **Data Storage & Access**  **Private**



Features of VServiceManagement™

- ✓ CRM for Field Service
- ✓ BPM (Business Process Management)
- ✓ Social CRM
- ✓ Knowledge Management
- ✓ Service Guidance
- ✓ Warranty Management
- ✓ Contract Management
- ✓ Field Dispatch & Scheduling
- ✓ Time & Expense
- ✓ Depot Repair
- ✓ Inventory
- ✓ Reporting & Analytics
- ✓ Self Help Portals
- ✓ Mobility - Multiple Mobile Solutions

VServiceManagement™



Social **VSP™** BPM

Browser Neutral | SaaS & On-Premise | Multi-Tenant | SOA



www.VertSol.com

Benefits of VServiceManagement™

- ✓ Quickly deploy; “\$1 to \$2” Software to Implementation ratio
- ✓ Enhance SLA Monitoring and escalation
- ✓ Provide consistent experiences for support and service
- ✓ Improve service profitability
- ✓ Minimize Service-to-Invoice Time
- ✓ Streamline processes while connecting business operations
- ✓ Enhance customer retention
- ✓ Social collaboration
- ✓ Improve work prioritization
- ✓ Boost field productivity
- ✓ SOA-compliant - easily integrate with existing systems (telephony, web, ERP)
- ✓ Industry FSM leader with multiple global awards



Service Request



Field Scheduling



Mobility



About Vertical Solutions, Inc.

Vertical Solutions, Inc. develops, implements, and supports best-in-class CRM Contact Center and Field Service Management solutions, including **V**ContactCenter™, **V**ServiceManagement™, and **V**HealthTracker™. Developed on the Vertical Services Platform™ (**V**SP™), all application suites help companies in a variety of industries and throughout the world improve service response and resolution times, reduce the costs of delivering service, capture actionable customer data, seamlessly integrate with external partners, and broaden their portfolio of service offerings. VSI's applications are flexible, integrate easily with legacy systems, and offer rapid deployment times, driving down TCO and delivering high ROI. The company's customer list is 100-percent referenceable, and includes ACCO Brands (GBC), Rubbermaid, ABB, Inc., and AH Holdings.



Established



**HQ in
Cincinnati**



**Global
Service**



www.VertSol.com



Vertical Solutions

INCORPORATED



+1 (800) 466-0238

+1 (513) 891-7997



info@vertsol.com



VerticalSolutions



/vertsol



/company/53623

www.VertSol.com