

Introducing **CLOCKWORK**

A System for Monitoring Work Around the Clock

ClockWork is a PC-based scheduling and reporting system which allows off-site employees to report in by phone, get their messages, and leave messages. You can access their reports and messages at any time, from your office or remotely. You can also generate billing statements and payroll summaries.

Who needs ClockWork?

1. Do you provide services at customer location?

Your business can use ClockWork.

2. Do your field employees need to be monitored?

You should consider getting ClockWork.

3. Do your employees work after hours or weekends?

Your business shouldn't be without ClockWork.

Call August Systems today to find out more about ClockWork.

What are the benefits of ClockWork?

Improved Service

With ClockWork, you can keep the competition out by providing 100% customer satisfaction. Customers will love your timeliness, dependability, attention to detail, and the ability to anticipate their needs.

Field Productivity

Using ClockWork's *true-to-the-minute* time sheets, you will be able to reduce lateness, down time, and wasted effort. You will be able to recognize and reward the employees that really produce for you.

Office Productivity

You want to provide quality service, close supervision, and accurate billing. But you can't afford office overhead, let alone find good staff. What should you do?

The answer is ClockWork. It will do the job of a reliable office manager. 24x7. At a fraction of the cost.

Peace of Mind

There's nothing worse than having to talk to an irate customer when you don't have all the facts. That won't happen with ClockWork.

If an employee is late, you will know it before the customer calls. If something doesn't get done on the night shift, you will be able to take care of it, first thing in the morning.

Employee Satisfaction

Employees want job security and fair treatment. ClockWork will eliminate their complaints about pay errors and subjective reviews. Your employees will begin to focus on the customer, instead of own grievances, to everyone's benefit.

How does it work?

Getting Started

You will need a PC equipped with a telephone interface board, ClockWork software,* and a dedicated phone line. We will tell you exactly what hardware to get and where to find it. Then we will walk you through the installation process, set up your software, and train your staff in using ClockWork.

Entering Work Orders

You start by entering your work orders in ClockWork's master schedule. The software allows you to efficiently input customer name, work to be done, employees assigned, and start/stop times. You can view, print, and modify the schedules for individual customers or individual employees.

Reporting From the Field

When your employees arrive at a job location, they call ClockWork using the customer's phone. ClockWork records the phone's Caller ID and time of call. Your employees log into ClockWork, using the telephone keypad, to receive their messages. You can record messages for individual employees or groups.

Your employees repeat the same process when leaving the job location. You can program ClockWork to prompt them (in English or any other language) to report on specific tasks, materials used, etc. All this information is logged in the computer and the job status is updated instantly.

How much does ClockWork cost?

The cost of ClockWork depends on the options you choose and your call volume. Usage based pricing lowers the cost for smaller businesses, making ClockWork highly affordable for everyone.

Monitoring

You can monitor the status of every employee and every job *real-time* or when it's convenient. You will know if an employee fails to arrive on the job on time. You will know if a job cannot be completed as scheduled. You will know if a customer needs some other work.

You can respond to these developments by modifying the master schedule and recording messages in ClockWork for appropriate employees. ClockWork gives you instant access to past records, present status, and future schedules for all work orders.

Invoices, Payroll, and Management Reports

At the end of a billing period, it's a snap to generate customer statements. ClockWork's billing module generates fully formatted invoices, with whatever level of detail your customers demand.

It's the same with payroll. At the end of a pay period, ClockWork's payroll tracking module generates a detailed listing of hours worked, pay rates, and reimbursable expenses. This report can be electronically exported to a payroll program or to your payroll service.

ClockWork also generates summary reports based on the information it has gathered. You can use these reports to manage your business, evaluate employees, and to plan for the future.

Invariably, ClockWork pays for itself in office savings alone. All the other benefits—productivity gain, service quality, and employee morale—are a bonus.

* Licensed by Sandata Technologies, Inc. under U.S. Patent Nos. 5,255,183 & 5,646,839 & 5,963,912