

SAM PRO ENTERPRISE

↳ SOFTWARE THAT SHARES YOUR VISION



FACILITIES
MANAGEMENT

CALL CENTER
OPERATIONS

RULES-BASED
MANAGEMENT

VENDOR
EVALUATION

QUOTE
MANAGEMENT

REAL-TIME, WEB-
BASED SOLUTIONS



DATA-BASICS, INC.

SAM PRO ENTERPRISE FOR FACILITIES MANAGERS

Having the right people and tools in place to carry out your business's vision is vital.

But it's only part of the answer.

With a single-source solution that can provide access to the right information at the right time – automatically – your facilities business will run more efficiently. SAM Pro Enterprise provides your business with the solution it needs to take automation and access to the next level.

AUTOMATION

By automating mission-critical maintenance, SAM Pro has the potential to enhance the bottom line from the moment it is implemented. For example, when a work order is assigned to a service provider, SAM Pro can automatically enforce a set of predefined rules to ensure prompt action by all team members. SAM Pro also automates the monitoring of repair costs and vendor performance.

ACCESS

Access is also key. Can your techs and subs access data from the field? Can store managers access and review open work orders from the Web? With the tools built into SAM Pro – known as the Anywhere Suite – you'll have greater access to information from... well... anywhere.

With SAM Pro in place, your firm will realize the benefits of having access to the right information at the right time. And since SAM Pro is backed by more than thirty years of industry experience, you can be confident that you are selecting a software solution that shares your vision.

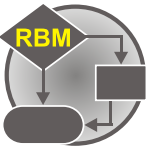


THE SOFTWARE TOOLS OF SAM PRO ENTERPRISE

SAM Pro Enterprise is more than just a collection of software modules. It is a comprehensive tool that enables a business with facility maintenance needs to proactively manage operations, automatically schedule and execute critical reporting, easily review vendor performance and communicate with techs, clients, managers, subcontractors and vendors.

RULES-BASED MANAGEMENT

At the core of SAM Pro Enterprise is Data-Basics' signature technology known as Rules-Based Management. With this, you establish a set of rules that the software enforces at the first sign of a potential problem. Through Rules-Based Management's automated flag raising, it addresses issues before they get out of control.



ESCALATION MANAGER

The Escalation Manager technology automates much of the service workflow process, using pre-defined "escalation profiles" that enable the system to automatically e-mail, fax or page a manager if a work order falls out of spec. This functionality automates routine processes, helping you to more efficiently allocate (or reduce) resources.



REPORT ANYWHERE

ReportAnywhere delivers critical information whenever and wherever it's needed. Since detailed reports can be generated 24/7, your business can prevent lost revenues by seizing upon timely information and anticipating opportunities, instead of responding to crises. ReportAnywhere is also the anchor application in the Anywhere Suite — a set of tools that improves access to mission-critical information and includes FMAnywhere, ServiceAnywhere and TechAnywhere.



COMPONENTS OF SAM PRO ENTERPRISE:

SITE MANAGEMENT

With the site management software, pertinent information – ranging from comprehensive job history to the on-call service provider's mobile number – is always readily available.



- **Site management is a snap:** easily manage sites by attaching a signed contract and other detailed information to each site record.
- **Know who is past due:** use ReportAnywhere to receive automatic notification of sites with past due work orders.

PM MASTER SCHEDULER

Whether a contract covers five sites or five thousand, the PM Master Scheduler enables personnel to efficiently administer PM work order scheduling and service provider PO generation through this centralized workbench.

- **Office Automation:** Schedule PM appointments for national accounts from one location, streamlining maintenance contract generation.
- **Provide better service...** maintain regulatory compliance and improve cost accountability.
- **Improve efficiency:** track and escalate PM work orders to ensure timeliness.



The Rules-Based Management technology at the core of SAM Pro links the various components together.

DISPATCH + SCHEDULING

Drive down the cost of your dispatching needs through a more efficient dispatch and scheduling operation of both in-house maintenance teams and subs.

- **Management by exception:** reach the next level of resource management by only giving attention to the work orders that need it.
- **Life gets easier with Escalation Manager:** automate and control work order management by triggering a series of alarms and notifications when things do (or don't) go as planned, based on your pre-defined criteria.

TECHANYWHERE

Realize greater efficiency in dispatching the right resources with this component that supplies your in-house maintenance team with mobile access to work orders via portable Windows/CE devices.

- **Optimize operations:** increase technician efficiency, improve response time and reduce work load on dispatchers/service coordinators.
- **No network? No problem:** transmit data as soon as a network connection can be established with "store and forward" technology.



FMANYWHERE

Facility and site managers have instant access to information and the ability to request service around the clock with FMAnywhere.



- **Round-the-clock service:** users are in control to access the information you deem appropriate by simply logging on to a secure Web site.
- **Rules-Based Management:** Web requests are sent automatically to any designated individual and automatically escalate if a response does not occur.

INTERACTIVE VOICE RESPONSE (IVR)

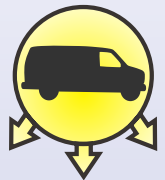
Capture real-time field maintenance information directly from service providers using IVR.



- **Get more out of existing technology:** use a service provider's cell phone or a land line to relay data.
- **Faster implementation:** since client sites and service providers won't have to learn new software, it will take less time to roll out and implement this technology.

SERVICEANYWHERE

Accessible through any Web-enabled wireless device or PC, ServiceAnywhere provides your service providers with a way to update the status of their assigned work orders – and more – from virtually anywhere.



- **Tighten control on work orders:** receive active notification of pending work orders via e-mail, fax or page with Escalation Manager.
- **Capitalize on existing technology:** take wireless and the Web to the next level using cost-effective, non-proprietary hardware you already own.

CALL CENTER SOFTWARE

SAM Pro's call center software supports your business's cost reduction and CRM goals by providing improved site information at the point of contact.

- **Manage more with less:** improve efficiency and cut costs by handling more sites with fewer people.
- **Get a handle on exceptions:** take advantage of powerful reporting tools to generate exception reporting, on the fly.

ABOUT DATA-BASICS

Data-Basics Inc. is a leading provider of Internet-based, enterprise software solutions for the facilities management and service industries. With more than thirty years experience providing software solutions for service and facility management businesses, Data-Basics helps companies plan and track daily activities in real-time while managing corporate data in a customized, secure environment.

Data-Basics was founded by CEO Arthur Divell and partners in 1974. The company was built on a philosophy of providing best-of-breed tools for customers. This was demonstrated in the mid-1990s when Data-Basics switched from an outdated DOS platform to the more robust Windows operating system. Opting to rewrite its services management software suite in a more powerful and object-oriented programming language, Data-Basics forged ahead to provide a new level of sophistication for its customers.

SAM Pro Enterprise, Data-Basics' flagship product line, provides a comprehensive facilities management software solution for businesses. The software components work together seamlessly, enabling users to proactively manage all operations, automatically scheduling and executing critical reporting and notification agendas, and communicating securely (via the Web) with technicians, managers, subcontractors and other vendors.

Data-Basics has gained continued success with its powerful and customizable software suite as well as its exceptional, ongoing customer support. The Aberdeen Group and the Association for Services Management Integration selected Data-Basics and its client, Engineering Excellence, as a significant implementation in service management. Data-Basics has also been recognized for its industry leadership and technology advancements in multiple publications, including *Contracting Business*, *Crain's Business*, *Mobile Enterprise*, *Professional Retail Store Maintenance*, *SBusiness* and *Smart Business*.

Data-Basics is a privately held company, headquartered in Cleveland, Ohio with regional sales offices in Kansas City, Kansas and Toronto, Ontario.



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