

Customizable Client Portals

Offer the Convenience of Self-Service



FMAnywhere is a browser-based tool that allows your customers a secure and easy way to review their service requests and invoices, enter a new service request, accept a quote, and much more. Our self-service portal gives your clients the power to better manage business by having all of their work history at their fingertips.

Unique portals can easily be made for individual customers. You can set up customer dashboards to include open work orders, open quotes, closed, billed, etc.

All information is auto-synced with SAMPro, delivering up-to-date, real-time data, 24/7 for you and your customers. Self-service portals with reporting and analytics provide value, added to quality service that your customers will appreciate year after year.

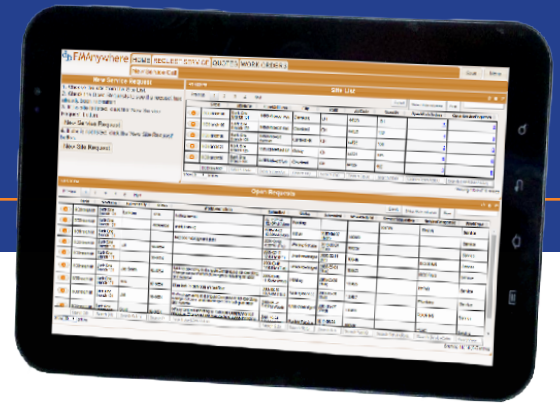


Adding Value to Quality Service

- **Create & Manage Work Requests**
- **Streamline Quotes & Estimates**
- **Customize Per Client**
- **Real-Time Information Access**
- **Secure, Historical Data Storage**
- **Advanced, On-Demand Reporting**

Your business and your customers will both enjoy the convenience and time savings that our platform-independent, self-service portals offer.

Invite your customers to be their own project managers, and keep their service histories stored all in one place, with the FMAnywhere self-service customer portal by Data-Basics.



Service Your Competition Can't Match: Powerful Reporting & Analytic Capabilities

The FMAnywhere customer self-service portal is a service in itself. Client dashboards can be locked so they are read-only and cannot be changed, but still allow your customers the access they need to make better, more informed decisions about their service needs. The amount of information accessible is limited only by you and can be different for each customer.

Supported by the power of DBAnalytics, FMAnywhere's on-demand reporting and analytic features are unmatched. While customers enjoy the convenience and reporting features of their self-service portal, your business can quickly realize the effects of increased efficiency.

- Intuitive easy-to-use interface with graphical presentation and detailed reporting
- Concise presentation of all clients sites with equipment list detail at each site
- Robust presentation of billing by site, service category, invoice, and/or timeframe
- Analyze spend by region and branch
- Billing by services



Rules-Based Management Automation

As a fully integrated component of the SAMPro ERP software system, you can set your FMAnywhere customer self-service portal to automatically generate work orders. It can also be set to trigger events that require attention, commonly for a manager to view new work orders to ensure they are not duplicate calls.

Our system automation makes it easy for your staff to handle increasing service volume. FMAnywhere allows you to create and define a variety of custom problem codes and escalation profiles specific to each client.

Data-Basics authors integrated service management, facilities management, job costing, accounting, and field service software. For more than forty years, thousands of users have relied on our software solutions from a wide range of industries, including: HVAC • Facilities Management • Speciality Contracting • Mechanical Contracting • Construction • Retail Maintenance • Telecom • Plumbing • Food Service • And many more!