



Problems Faced By Service Providers and How SD Pro Addresses Them

Problems	Service Desktop Pro
<p>Inconsistent flow of work : Most service providers who have a manual system cannot analyze the pattern of inflow of work, nor can they differentiate between potentially profitable and inactive sources of project leads.</p>	<p>Consolidates all project leads, quotations, RFQ's and online bids in one place and generate reports as required enabling quick identification of active project sources enabling service providers to formulate an impeccable project procurement and delivery strategy.</p>
<p>Client Communication : Communication with clients suffers due to inappropriate contact schedules and project status.</p>	<p>Complete Contact Management system, integrated with project management and billing helps chalk out project delivery schedules and maintain payment cycles, ensuring effective communication with clients.</p>
<p>Project Costing & Billing : Different projects have variable costs and billings, which are difficult to accumulate and correlate. Manual billing process is time consuming and prone to errors.</p>	<p>Enables to allocate expenses to projects, bill expenses to clients, generate invoices on projects and deliverables and keeps track of payment receipts, helping in managing the billing cycle more efficiently.</p>
<p>Subscription Management : Managing Subscription / Registration information on various websites becomes a problem because so many passwords have to be remembered and subscription renewal dates and prices have to be managed.</p>	<p>Stores all your subscription information along with login names, passwords, Prices, expiry dates in one place and generates reminders upon expiry dates, enabling quick action on managing subscription based services.</p>
<p>Analysis of Work-in-Progress : Various stages of development of different projects is difficult to estimate through a manual system.</p>	<p>Generates Project Progress charts and allows monitoring of the completion percentages of various projects, enabling service providers to compare current project status with expected deadlines.</p>
<p>Document Management : Management of project related documents and files becomes a nightmare because of haphazard document locations and too much time is wasted in searching for relevant documents when required.</p>	<p>Quickly enables to attach digital documents to various entities including contacts, projects, tasks and appointments. A dynamic search engine enables quick searching of documents as required.</p>

<p>Customer Service : Clients often demand changes in projects, report bugs / defects and require additions to current projects. Handling all this can be a problem with a manual process leading to furious clients.</p>	<p>Enables to keep track of Project Change Requirements, Bugs Detected and Additional Project Requirements and address them based on their status and priority. This results in happy customers and adds pro-activity to a company's customer service efforts.</p>
<p>Project Implementations / Delivery : Improper project implementation / delivery records cause unwarranted delays in the billing process, hence causes business loss.</p>	<p>Keeps track of various project implementations and deliveries for efficient generation of invoices and receipts for payment.</p>
<p>Scheduling : Unorganized time schedules and appointments are prone to inaction or delayed action, resulting in unhappy customers and tarnished reputation.</p>	<p>Makes light of managing appointments and allows adding timely reminders and alerts on appointments and other scheduled activities. Also enables quick viewing of schedules appointments on a daily, weekly or monthly basis.</p>
<p>Project Management : Most Project management tools are extremely complicated and difficult to use and require extensive training for use causing inefficient project management.</p>	<p>Takes a simplified approach to effective project management, keeping only the relevant functionalities essential for effective project management and generates powerful reports.</p>