



**You only need an internet connection.**

If your company is a provider of services, then there are a number of issues related to the contracts you sign with your customers.

These concern issues related to the management of the contracts and issues of daily operations of your business.

Since what you "sell" are the hours of your people, you should make sure that the hours you and your people spend on servicing the contracts are all accurately kept, nothing is "forgotten" and you can easily and quickly sum them up when the time comes to charge them.

Of course these contracts also set your obligations towards your customers. There are questions like: When must a task be carried out? When must an action be repeated? Who is the most qualified person to carry out each task? What were the issues faced in relation with a specific customer? What did you do to resolve them?

These are some of the questions e-On Contracts will help you answer.

## e-On Contracts



*Cloud computing infrastructure that enables users to carry out their tasks over the web.*

*No software is required on their devices.*

*Everything is accessed through a single application platform with workflow functionality.*

## Contract Management



- Creation of the Contract file with details including the duration of the contract (dates) and the billing dates of any installments that may have been agreed.
- Each contract is associated with specific people that will carry out the tasks for each customer with details about their chargeable rates.
- Attachment of documents so there is a complete electronic file for each contract and of any amendments or extensions.
- Automated billings of installments when they “mature” through an approval workflow which will generate an invoice after all required approvals. Management reports for this process are produced.
- Invoices can be issued at various levels. (By customer, by customer and contract etc.).

If the contract is related to a project, the management of the contract and the management of the project will be done at the same time using E-ON Project Management, another function of our E-ON RIX application suite. So if there is a need for both contract and project management you will have one and only integrated system.

## Time Reports



- Availability of time report or time sheet functionality by employee, date, contract and if required by project.
- Calculation of actual chargeable hours, payroll chargeable hours (i.e. up to 8 hours per day) and charged or write-off hours.
- Automated controls of missing or incomplete records (i.e. who has not posted a full time report in a working day.)
- Optionally, ability to relate time reports with specific customer requests.
- Automated billing of time reports through an approval workflow.
- Invoices can be issued in various levels of detail (i.e. by customer, by customer and contract etc. ).

## Ticketing / Customer Requests

If the services you provide also include support services, offered to satisfy customer requests (ad hoc or on call etc), the “Ticketing” module will enable you to record all these requests and associate them with contracts.

The customer requests (tickets) may be tracked in an approval workflow, in which the customer can actively participate (i.e. approval of budget by the customer, approval of technical analysis etc.) For this purpose your customers can access your application and perform tasks which you have authorized them to perform.



- The workflow enables you to make a detailed documentation of hours required from you to satisfy the customer’s request.
- You may attach any kind of documents related to your or your customer’s internal processes. For example technical specifications.
- Customers may post their requests themselves if you authorize them to. This way you offer an extra service to them but you also avoid some of the hassle of managing a request. (Communication by phone, creation of the request by your customer support department).
- Questions and Answers functionality to cover clarifications by both parties concerning a request. This will save you the trouble of interacting with the customer through employees’ email accounts or by telephone and the danger of losing or not taking into consideration important remarks and discussions with your customers’ officers.
- A number of reports and statistics are available concerning the status, the volume and the financials of customers requests.



*E-ON Contracts, is part of E-ON RIX suite, and belongs to the family of cloud applications by E-ON INTEGRATION under the brand name eon•demand*



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