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Jim2® Managed Services Edition Jim2® Business Engine

Fact Sheet

Jim2 Managed Services Edition

Designed in Australia specifically for businesses that perform SERVICE CONTRACTS for their Customers. Jim2 Managed Services is a full ERP Accounting system that manages your entire business.

The Australian Managed Services Industry

There's been a lot written about Managed Services over the past year as the buzz continues...

Happen Business has responded quickly to our Customers and the Australian IT Industry by developing an Accounting & Workflow Business System **specifically for Managed Services.**

What are Managed Services?

Managed Services provides a STRATEGIC method for providing more effective operations for any type of business. The method of providing Managed Services for a client can take many forms – however PRIMARILY it is to move away from the traditional 'break-fix' model of servicing customers, and moving towards a more regular & proactive maintenance type of service.

Examples of Managed Services

- IT Backup, Storage, Operating Systems
- Systems & Application Management
- Network Management
- User Management
- Internet Service Provision
- IT Hire & Rental companies

Do I Need Jim2 Managed Services?

If your business is involved with any of the following activities, Jim2 Managed Services Edition **will be of immense and immediate benefit to you**, your staff, and your bottom line.

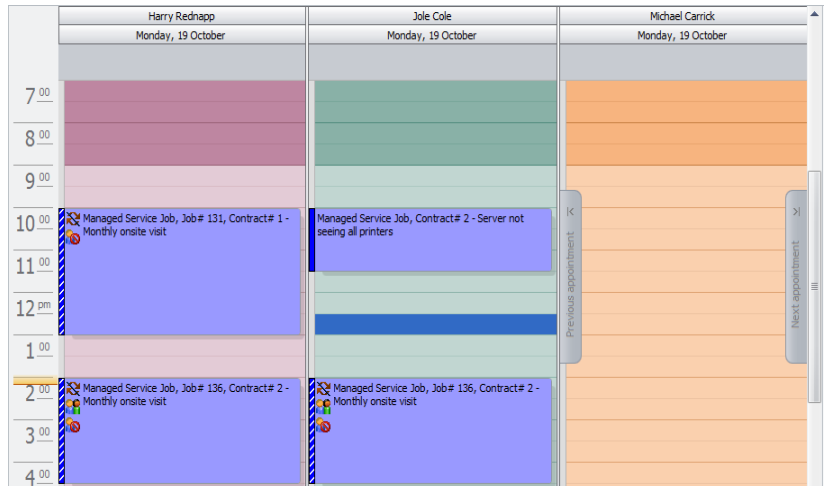
- Regular Maintenance Contracts
- Scheduled Recurring Service
- Periodic Billing
- Project Based Jobs
- External Projects
- ISP Recurring Billing...

Jim2's Strength - Managed Services for IT

A Managed Services Provider (MSP), is typically an information technology (IT) services provider, who manages and assumes responsibility for providing a services to their clients.

Most MSPs bill a flat fee, which benefits their clients by providing them with predictable IT support costs.

Handling all this in Jim2 is where the automation starts and the double-handling stops. No more separate systems, and no add-ons, as it's all in the one system.



What does Jim2 Managed Services Edition actually do?

- Management of Contracts – Length, SLA's, Key Personnel e.g. Account Manager
- Billing – Monthly, Weekly, Daily...
Whenever you want it to happen...
- Adding and Recording Service Jobs
 Ability to Schedule both recurring & "Ad-hoc" Jobs

