Capture Time directly in HEAT Service Management

**Business Benefits:** The THINK Time module enables time capture for Incidents, Changes and non-billable time directly in HEAT Service Management.

This solution is ideal for businesses that use HEAT Service Management to support external customers, where customers are billed based on time spent resolving Incidents or completing Change requests. As well as internally where a time capturing system is required for recording time spent.

Other benefits include:

- ✓ Data for future project costing
- ✓ Value work in progress
- ✓ Correct and up to date information for invoicing
- ✓ Insight into costs
What does it Included:

The solution includes a new module called THINK Time. This module integrates to Incidents and Changes; and allows for direct time capture in the module itself.

The following is provided in the package:

- Time module for direct time capture
- Time creation directly on Incidents and Changes
- Time categorization for categorizing time according to your business
- Templates for quick creation of leave and public holidays entries
- Time management role
  - For managing categorization of Time
  - for extracting records at month end
  - for locking records for editing after month end
  - for overview of Time by Employees, Departments or Organizational Unit
- Calendars for Consultants and Time Management Role
- Prescribed dashboards
  - for proactively managing time through the current month
  - for month-end billing activities
  - individual pivots for consultants
- Packaged SSRS Reports
  - for weekly/monthly time review by consultants
  - for monthly billing to customers by Organizational Unit

Why Think Tank Software Solutions?

We know that providing reliable and available IT platforms for your business has its challenges and if you are the person responsible for keeping these systems and customers happy it’s not an easy job!

At Think Tank we exist to help you deliver exceptional customer service and are driven by the goal of making every day business transactions easier for your customers. Our Professional Services and Development team work hand in hand with you to unlock another happy customer.

Find out why some of South Africa’s biggest companies trust us to help them improve their service delivery.