Modern Workplace
Service Manager

Project and Service Management for Microsoft 365

MW Service Manager is designed for small and medium-sized businesses that provide client project or retainer-based services and need to keep track of the services, their tasks and billable time.

It captures all your engagement information in one place, with integrated task management and easy-to-use time recording, and real-time updates from a Service Management Dashboard that helps you keep on top of your commitments and time.

Centralise management and time tracking

With MW Service Manager you can centralise management of your client engagements, including task management and time and cost tracking in a single easy-to-use app.

You can create service requests to track all your client projects and services, including hourly rates, budgets, forecast and billed time, P&L, and other service metrics. Task management features then allow you to assign and track individual activities for these requests, and to easily record billable or non-billable time against them.

Keep on top of time and activity

MW Service Manager tracks up-to-the-minute project time for client billing and gives you real-time insights and alerts from a dedicated Service Management Dashboard.

You are always on top of billable time, which is tracked for tasks and service requests and is rolled up into monthly timesheet reports that can be interrogated and edited. The Dashboard alerts you in real-time to overdue or imminent activities, or to project overrun, so you are able to realign tasks or take further action.

- ✔ Enhance project control and delivery
- ✔ Take action on insights and alerts
- ✔ Improve efficiency and accuracy
- ✔ Centralise projects, tasks and billable time
- ✔ Boost productivity with M365 integration
- ✔ Leverage M365 to save time and money

MODERN WORKPLACE

Modern Project & Service Management for the Modern Workplace

Microsoft 365

MW Service Manager uses Microsoft 365 technology to provide a modern user experience that is simple and easy to use. The service is available on any device from any location and users are automatically signed in securely with their normal Microsoft 365 credentials.

MW Service Manager can be accessed securely from your normal web browser or can be integrated with other Microsoft 365 services. It is designed to be **'Teams Ready'** and can be added easily to Microsoft Teams, so all of its features and data are accessible to your project and client service teams within the Teams experience.

Service Management

Create and track **service requests** for your client engagements, capturing **key metrics** such as owner, start and end dates, hourly rate, forecast hours, budget, billable or retainer. Easily review service request details from a dedicated dashboard, including summary information and service metrics.

Task Management

Create individual **service tasks** against service requests, and track these with start and end dates, hourly rate and forecast hours. Tasks and their progress can be easily reviewed for service requests, with **alerts** for any that are imminent or overdue. Updates on task status also appear in the Service Management Dashboard.

Service Management Dashboard

A **real-time dashboard** gives you insight on service progress, time utilisation and overdue activities. Instantly drill down into details for open service requests and tasks, for both billable and retainer activities. Includes **alerts** for imminent or overdue activities and for project time or budget overrun.

Time Tracking

Easily enter billable and non-billable time using an **integrated mobile time-sheet**. Track against tasks and service requests to maintain oversight. Assign time to individuals to track utilisation and workload. Review and amend **monthly timesheets**, totalled at client level with easy review and drill down into tasks and time.

Feature Highlights

- **Service request** management and tracking
- Integrated service **task management**
- **Service Management Dashboard** for real-time alerts and insights
- **Single view** for client service requests and tasks
- Easy entry **timesheet** built-in
- **Billable time** tracking and reporting
- Workload and **utilisation** tracking
- Mobile timesheet integration with the **MW Time Recorder** app
- Custom **reporting** with easy export to Excel

Easily record your timesheet entries on-the-go

MW Service Manager is designed to work with the MW Time Recorder app, so you easily create and update timesheet entries using your mobile device, wherever you are.

Contact us now to book a demo or to find out more about MW Service Manager