

8thManage[®] PSA automates the end-to-end process of your professional service business.



Integrated Business and Project Management

8thManage[®] PSA controls the entire business cycle for both packaged product businesses and customized product businesses. It assists from the initial proposal/quote through to the delivery and satisfaction management phases and beyond, aiding all processes such as approval, bidding, contract establishment, project management, renewal and up-selling. 8thManage[®] PSA tracks performance data from early-on to improve results throughout the business cycle



Enterprise Revenue Management

8thManage[®] PSA supports the full cycle of revenue planning through the final recording of payments

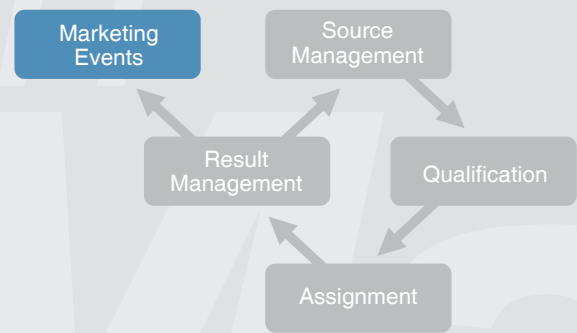
- Revenue planning based on plans, opportunities, orders and deals
- Invoice generation based on order fulfillment and activity completion
- Invoice tracking by client, order, contract, project, territory, currency and time
- Aging mechanism in invoice and full linkage between invoice & payment



Marketing and Lead Management

8thManage® PSA automates the entire lead generation and management process

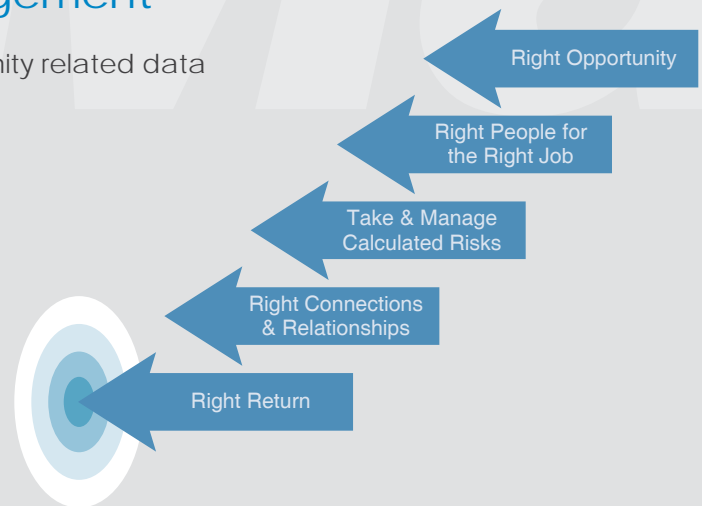
- Web based online lead capture
- Lead source management
- Lead search & merge
- Lead qualification
- Lead conversion
- Lead assignment
- Result management
- Marketing events
- Lead history tracking



Opportunity and Strategy Management

8thManage® PSA centralizes and tracks all opportunity related data

- Opportunity/strategy proposal
- Competitive analysis
- Scope & milestone planning
- Cost & return planning
- Prioritization & approval
- Scope & milestone tracking
- Issue & risk tracking
- Budget & expenditure tracking
- Confidence tracking
- Linkage to deal/contract management



Account and Contact Management

8thManage® PSA organizes and maintains a complete account and contact repository

- Client organization chart
- Financial summary
- Contact information
- Topics and events interested
- Reference & up-selling information
- Interactions & results
- Quotation/deal/order/license information
- Delivery & satisfaction information
- Invoice & payment information



Deal Management

8thManage® PSA supports the entire deal cycle from proposal to closure. It supports both the bidding type of deals and non-bidding type of deals. It also supports deals with multiple revenue streams and different currencies

Bidding, Proposal and Quote Management

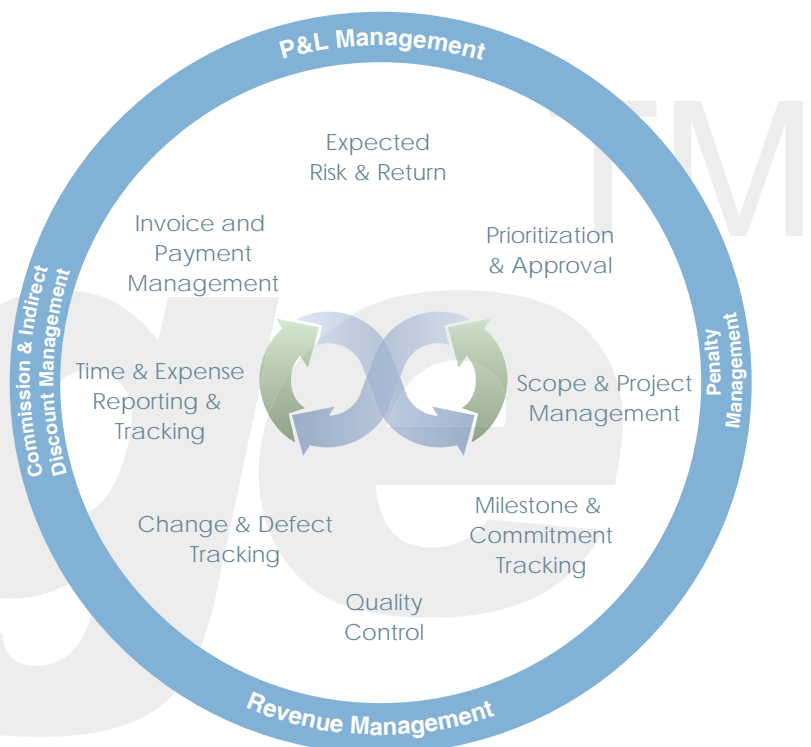
8thManage® PSA provides complete bidding management for contracts. It helps your organization schedule, coordinate and control responses to RFI, RFP and RFQ. 8thManage® PSA tracks each bidding opportunity and the creation, reviews, approval and submission of its response documents. It also tracks results and manages conversion of quotes to contracts



Contract Management

8thManage® PSA supports full contract management and will assist you in:

- Upfront expected risk & return analysis
- Prioritization
- Quote planning and control
- Contract establishment and approval
- Scope management
- Milestone and commitment management
- Quality policy and control
- Change and defect tracking
- Contract accounting and P&L management
- Termination and renewal management



Engagement Management

Real-Time Service Level Agreements

8thManage® PSA enables you to set up the following elements of real-time trackable service level agreements with your client:

- Milestones
- Costs
- Deliverables Quality
- Service availability
- Service capacity
- Defect rate



Cross Enterprise Project and Program Management

8thManage® PSA supports all 9 areas of project management practices defined by PMI®



It also supports the advanced management practices

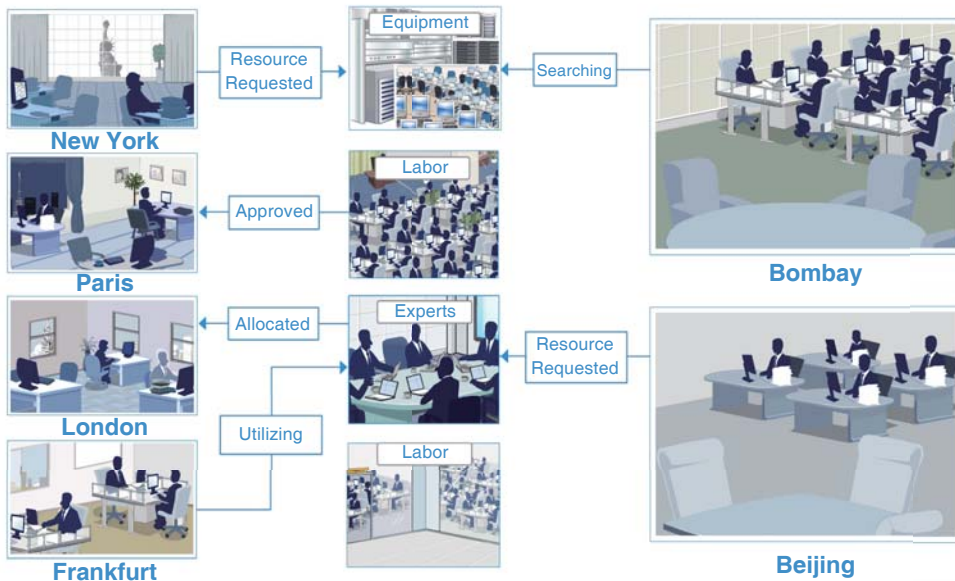
- Iteration planning & management
- Commitment planning & management
- Reinforcing self-management

Engagement Management

Cross Enterprise Resource Management

8thManage® PSA provides features for searching, requesting, allocating and tracking of resources in multiple sites, groups, PMO, projects and activities

- Multiple resource types with searchable attributes
- Automated planning, allocation and utilization recording of resources
- Tracking allocation time vs. actual utilization time
- Tracking planned resource cost vs. actual resource cost
- Detection of overloaded and inadequate resources
- Resource plotter for dispatching large amount of resources

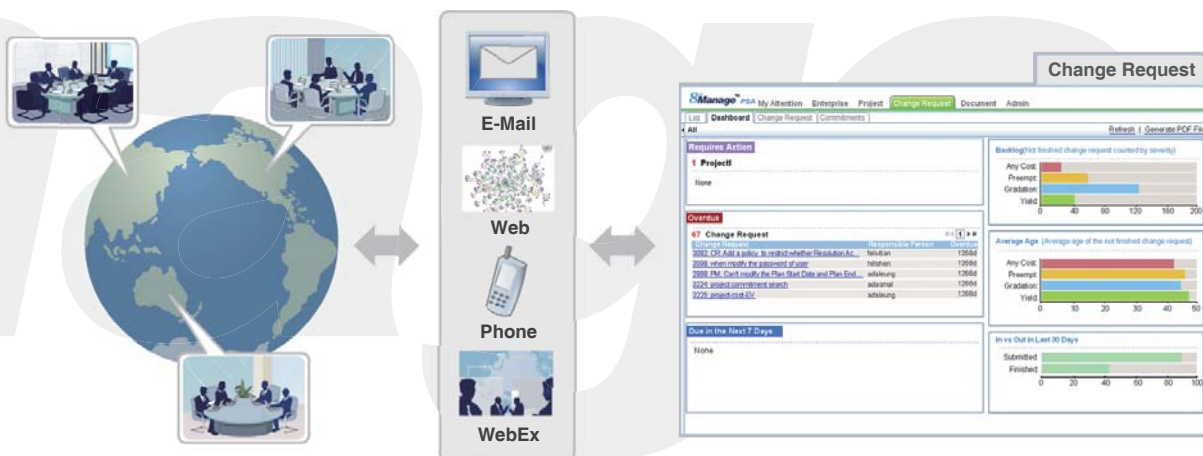


Worldwide Support Management

8thManage® PSA provides the following tools for worldwide maintenance support

- Web based client support module
- Call log and response tracking facility
- Defect and change tracking system
- Release and patch facility

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Client Relationship Management (CRM)

Lifetime Relationship Management

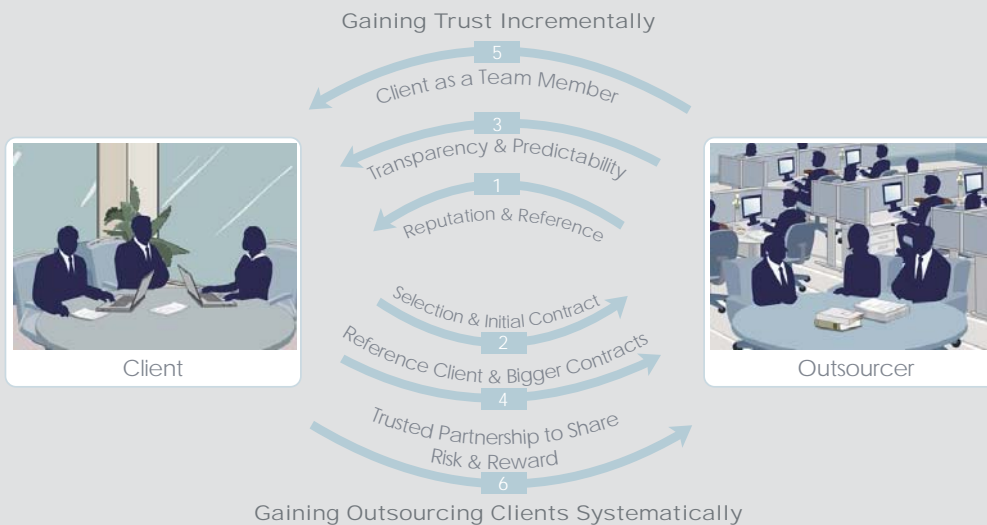
8thManage® PSA provides tools for complete client lifecycle management. In PSA you can document all client correspondence and make current client information available to your entire sales team. PSA provides features to track satisfied clients for up-selling and cross-selling opportunities and identify inactive customers for follow-up



Outsourcing Relationship Management

8thManage® PSA provides the competitive advantages for the outsourcing business and the framework for PMO

- Multi-organizational accountability
- Information transparency
- Client as team member
- Policy enforcement in enterprise, PMO and project levels
- Scope & milestone management on portfolio of Projects
- Cost management on portfolio of projects
- Issue & risk management on portfolio of projects



Additional Built-in Features

Timesheet and Expense Report

Timesheet
Resource: johngoodman Status: Submitted
Submitted By: johngoodman 2008-05-03 13:58 Mon
Withdraw Submission: [Withdraw]

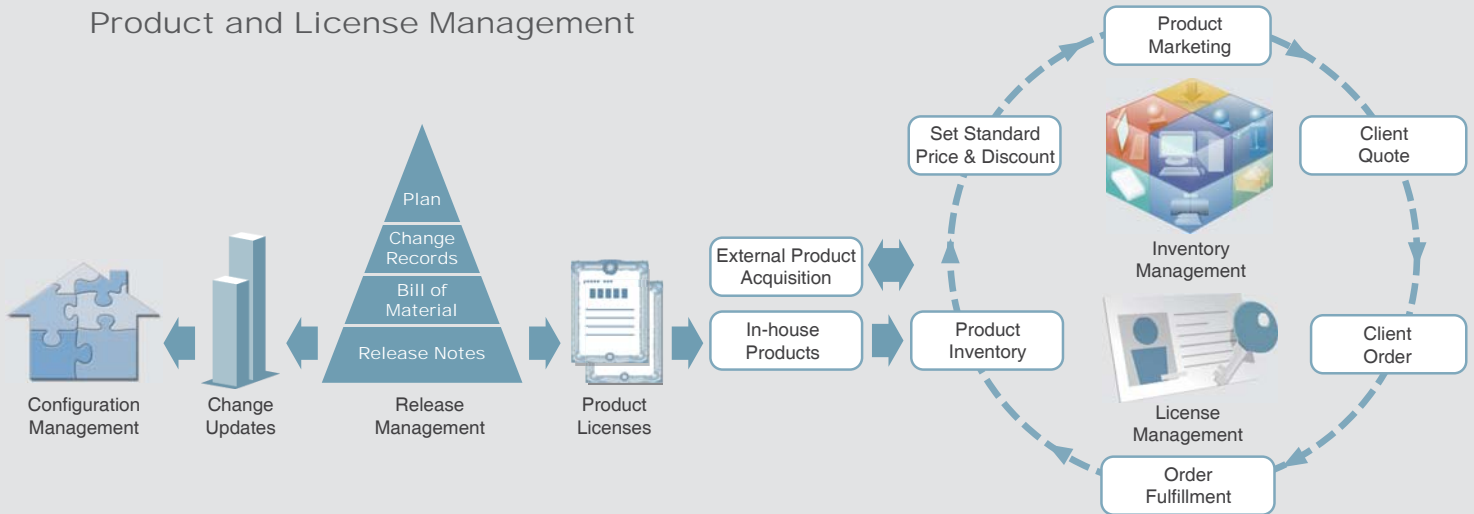
Resource Allocation	Allocation Details	Work Category	24	25	26	27	28	29	1	Total
			Mon	Tue	Wed	Thu	Fri	Sat	Sun	
Bank of Alberta Engineering			0.0	18.0	0.0	0.0	0.0	0.0	0.0	43.0
2. Requirements Finalization Status: 2008-04-01 Tue - 2008-04-01 Thu	Planned 18.0 hours	Project Work	-	2.0	2.0	2.0	2.0	-	-	18.0
Bank of Alberta Engineering			0.0	7.0	4.0	4.0	4.0	-	-	33.0
2008-03-01 Wed - 2008-09-15 Mon	Approved 37.5 hours	Project Work	-	0.0	0.0	1.0	1.0	1.0	0.0	4.0
Bank of Alberta Core Banking System			0.0	0.0	1.0	1.0	1.0	1.0	-	4.0
Bank of Alberta Core Banking System			0.0	0.0	1.0	1.0	1.0	1.0	-	4.0
2007-01-02 Tue - 2012-02-06 Mon	Planned 3.0 hours	Project Work	-	-	1.0	1.0	1.0	1.0	-	4.0
Total			0.0	18.0	0.0	0.0	0.0	0.0	0.0	47.0

There are 5 business days in this period, it should normally have 37.5 total hours.

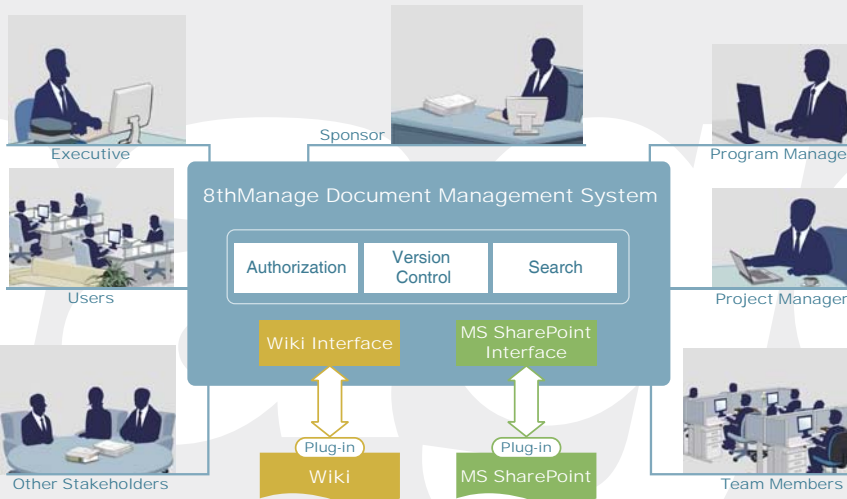
By Project			By Work Category		
Project	Approved Hours	Actual Hours	Work Category	Approved Hours	Actual Hours
Bank of Alberta Engineering	37.5	43.0	Project Work	37.5	47.0
Bank of Alberta Core Banking System	-	4.0	Total	37.5	47.0
Total	37.5	47.0			



Product and License Management

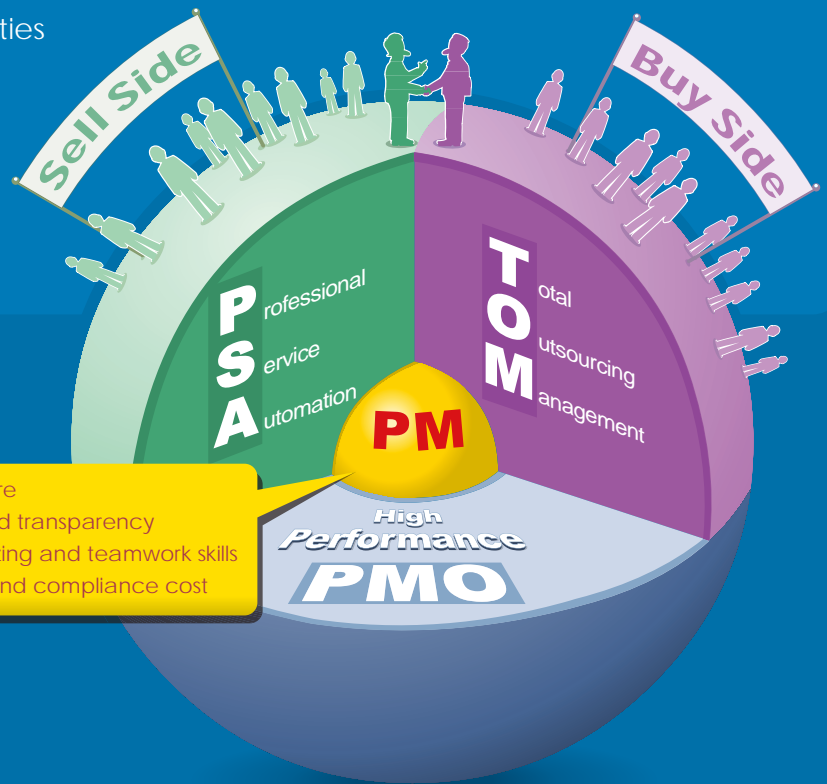


TM Document Management



8thManage® PSA can do the following for your professional service business:

- Better manage your business opportunities
- Better satisfy your customers with real-time SLA
- Better utilize your professional resources
- Better manage your engagements and deliveries



- Strengthen its collaboration structure
- Improve information availability and transparency
- Shorten its learning curve in organizing and teamwork skills
- Reduce management overhead and compliance cost

Visit www.8manage.com for more information

8thManage PSA Modules:

Requirements	Change & Support	DOC & KM	Release	Dashboard	Risk	Issue
Commitment	Resource	External	Communication	Procurement	Timesheet	PMO
Integration	WBS	Deliverable	Dependency	Cost	Quality	PSA

Wisage Technology is an international software product company with clients in many countries and regions, including the U.S., Canada, China, Hong Kong, Taiwan and Singapore. It offers the following solutions to increase the efficiency and effectiveness of your enterprises:

- 8thManage® CRM : State-of-the-Art Customer Relationship Management Solution
- 8thManage® Simple PM : Easy to Use, Cost Effective Project Management Solution
- 8thManage® PM : Advanced Tool for Project Planning & Execution
- 8thManage® PMO : High Performance PMO for Enterprises
- 8thManage® PSE : Effective Portfolio & Strategy Execution
- 8thManage® PSA : Full Automation for Professional Service Businesses
- 8thManage® TOM : Total Outsourcing Management for Enterprises
- 8thManage® SPM : Supplier and Procurement Management Solution
- 8thManage® HR : Interactive Human Capital Solution
- 8thManage® FAS : End-to-End Business Automation and Integration Solution
- 8thManage® BIS : Comprehensive Customized Business Solution
- 8thManage® ERP : Complete Solution for Client, Project, Production, Inventory and Supply Management

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