



Are you getting everything out of your service and support contracts?

Why Choose BigMachines?

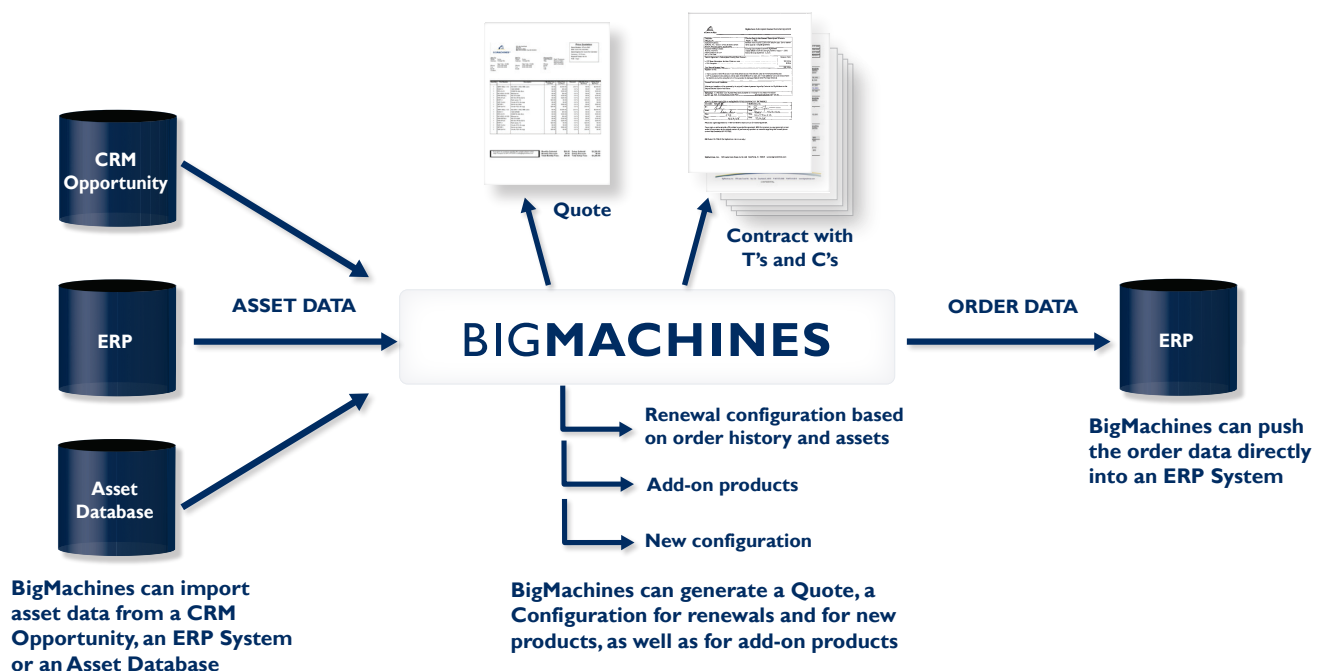
- Streamline Opportunity-to-Order Process
- On-Demand Architecture
- Integration to CRM & PRM
- Ordering with ERP Integration
- Easy to Implement, Easy to Maintain

“The service contract renewal functionality allowed us to decommission another application, saving us \$160,000 of hard costs per year. In addition, we can now accurately quote renewals, product and services on the same quote creating additional cross-sell and upsell opportunities.”

- Ben Doyle, Director of IT Applications, Enterasys Networks, Inc

BigMachines can speed the renewal of service and support contracts, ensuring that sales teams do not miss these low-hanging but very valuable revenue opportunities. Renewals can include quoting subscription annuities, software license contracts, support agreements and more. In addition, the renewal capability eliminates pricing errors and can also be used to repackage and extend existing agreements to ensure ongoing revenue streams. Renewal functionality integrates with leading ERP and CRM solutions (including salesforce.com and Oracle OnDemand), providing the most efficient way to quickly, accurately and cost effectively generate service renewal quotations. Features include merging renewal contracts, co-terminating end-dates, and pro-rating pricing.

Now your sales team can have a single application for configuring products, delivering accurate quotes, creating professional proposals AND ensuring that your service and support contracts are renewed efficiently. You can even quote renewals, product and services on the same quote creating additional cross-sell and upsell opportunities, helping sales reps to maximize their revenue.



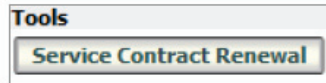


Next Steps

View an online demo at www.bigmachines.com. If you would like a sales representative to contact you, send email to inquiry@bigmachines.com.

Here's how it works:

1. Launch a "Renewal Quote" in BigMachines.
2. Select one or multiple service contracts to renew from your CRM or ERP system, or from your assets database.
3. The product line items that are covered under those contracts are automatically populated in BigMachines.
4. Extend the service start and end dates by Quote and/or Line item. Add any additional recommended products or services.
5. Generate a new customer-facing quote or legal contract in BigMachines
6. Once approved and accepted by your customer, submit the renewal directly into your accounting or ERP system.



Maintenance Renewal
Line items associated with the contracts you selected in SFDC are displayed below.

Service Contracts Import

Select the line items you wish to carry forward into the new contract period.



Line #	Group #	Qty	SKU	Description	Cov'd Item	Renewal	EOSvcd, Cov'd Item	Svc Start	Svc End
1									
2	none	4	AB-XXC100	SupportNet	XX123-45	<input checked="" type="checkbox"/>	06/30/2014	01/01/2009	12/31/2009
3	none	1	AB-XXC100	SupportNet	XX123-46	<input checked="" type="checkbox"/>	06/30/2014	01/01/2009	12/31/2009
4	none	1	AB-XXC-12345678	SupportNet On-site Premium 4 hr	XX123-47	<input checked="" type="checkbox"/>	12/31/2007	01/01/2009	12/31/2007
5	none	1	AB-XXC100	SupportNet	XX123-48	<input checked="" type="checkbox"/>	12/31/2014	01/01/2009	12/31/2009
6	none	3	AB-XXC104	SUPPORTNET	XX123-49	<input checked="" type="checkbox"/>	07/04/2007	01/01/2009	07/04/2007
7	none	2	AB-XXC-12345678	SUPPORTNET ON-SITE PREMIUM 4 HR	XX123-50	<input checked="" type="checkbox"/>	12/31/2007	01/01/2009	12/31/2007
8	none	1	AB-XXC105	SupportNet	XX123-51	<input checked="" type="checkbox"/>	04/02/2010	01/01/2009	12/31/2009

Item	Svc Start	Svc End
06/30/2014	01/01/2009	12/31/2009
06/30/2014	01/01/2009	12/31/2009
12/31/2007	01/01/2009	12/31/2007
12/31/2014	01/01/2009	12/31/2009
07/04/2007	01/01/2009	07/04/2007
12/31/2007	01/01/2009	12/31/2007
04/02/2010	01/01/2009	12/31/2009

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