

SERVICE DESCRIPTIONS

GLOSSARY

Instance: is defined as a single deployment of Next Service FSP Platform or Next Service FSM Platform.

User: is defined as an individual who is authorized by Customer to use the Software Program or as otherwise defined, restricted or limited in an Estimate/Order Form or amendment to the agreement. User may include but are not limited to customer's and its affiliates' employees, consultants, contractors and agents.

SERVICE DESCRIPTIONS

Next Service FSP Platform

Usage Limit(s): Instance

Prerequisites: NetSuite Financials and NetSuite CRM

Recommendations: NetSuite Dedicated Sandbox, Additional NetSuite general access users

Next Service FSP Platform Instance includes the following:

<ul style="list-style-type: none">• One (1) – Deployed Schedule Board<ul style="list-style-type: none">– If running Schedule Board within the NetSuite Employee Center, the following applies:<ul style="list-style-type: none">○ CRM Tasks, Customer, Project and Project Task records have access limited by the NetSuite Employee Center○ Access is limited to NetSuite records that the User has access to○ NetSuite mobile emulator can be used to edit restricted records• Extensions – People Filters, Board Filters, Unassigned Tasks• Bundled Roles, Forms, Saved Searches and Reports	<ul style="list-style-type: none">• Configurable Filters/Views• Asset Management• Service History• Case Management• Single and multi-day tasks (multi-day tasks subject to additional Professional Services fees and must be scoped separately)• Teams/Crews• Asset and location mapping• Programmed Maintenance• Third Party Billing• Service items for time tracking• Forms/Checklists
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Next Service FSM Platform

Usage Limit(s): Instance

Prerequisites: NetSuite Financials and NetSuite CRM

Recommendations: NetSuite Advanced Inventory, NetSuite Project Accounting, NetSuite Job Costing, NetSuite Dedicated Sandbox, Additional NetSuite general access users

Next Service FSM Platform includes the following:

<ul style="list-style-type: none"> • One (1) – Deployed Schedule Board <ul style="list-style-type: none"> – If running Schedule Board within the NetSuite Employee Center, the following applies: <ul style="list-style-type: none"> ○ CRM Tasks, Customer, Project and Project Task records have access limited by the NetSuite Employee Center ○ Access is limited to NetSuite records that the User has access to ○ NetSuite mobile emulator can be used to edit restricted records • Extensions – People Filters, Board Filters, Unassigned Tasks • Bundled Roles, Forms, Saved Searches and Reports • Configurable Filters/Views • Asset Management 	<ul style="list-style-type: none"> • Service History • Case Management • Single and multi-day tasks (multi-day tasks subject to additional Professional Service fees and must be scoped separately) • Teams/Crews • Asset and Location mapping • Programmed Maintenance • Third Party Billing • Consumables in the field (includes inventory management and non-inventory items) • Quotes / Upsells in the Field (subject to additional charges) • Service items for time tracking • Forms/Checklists
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Next Service Essentials Mobile

Usage Limit(s):

- Customer must purchase a minimum of ten (10) Users
- A maximum number of authorized Users as defined in Customer's Estimate/Order Form

Prerequisite: Next Service FSP or FSM Platform

Next Service Essentials Mobile includes the following:

- Service History
- Asset History
- Time & Expenses
- Signature Capture
- Sales Orders (read only)

Next Service Premium Mobile

Usage Limit(s):

- Customer must purchase a minimum of ten (10) Users
- A maximum number of authorized Users as defined in Customer's Estimate/Order Form

Prerequisite: Next Service FSM Platform

Next Service Premium Mobile includes the following:

- Service History
- Asset History
- Time & Expenses
- Signature Capture
- Inventory Management
- Sales Orders
- Quotes & Upsells (subject to additional Professional Services fees)