

SBoS Service Business Operations System



Introduction

SBoS is a unified platform purpose-built for B2B service providers to manage the complete service lifecycle. From designing services and acquiring contracts to executing work orders and automating billing, SBoS ensures accuracy, compliance, and profitability — all in one place.

MODULES AND CAPABILITIES

Service Modeling

The Service Modeling module enables organizations to design, structure, and operationalize their service portfolio. It supports delivery models such as packaged, time & material, resource-based, and leasing/rental, with flexible billing rules for rates, add-ons, and resources. The module automates key documents—contracts, orders, certificates, client acknowledgments—and ensures compliance with built-in safety and regulatory checklists.

Operations Excellence

Seamless execution of services with complete control, compliance, and client confidence.

- Execute work orders assigned to crews, individuals, or delivery units.
- Govern execution using predefined service models.
- Mobilize resources: personnel, materials, equipment etc
- Enforce readiness via safety & compliance checklists.
- Supports both on-field and back-office service delivery.

Contract Acquisition

Turn enquiries into quotations and contracts with pre-configured service logic and resource rules.

- Execute work orders assigned to crews, individuals, or delivery units.
- Respond to enquiries with customer-aligned quotations. Convert accepted quotations into executable service contracts..
- Pull service scope, billing, and resource rules directly from Service Modeling.
- Configure flexible resource provisioning requirements

Service Billing and ROI

The Billing & ROI module automates accurate, audit-ready invoicing based on delivery reports, timesheets, and contract rules. It supports all billing models while enforcing contract-driven terms, cycles, and taxes. Integrated with finance, it auto-posts GL entries, triggers AR, and ensures full traceability from contract to invoice, while delivering profitability and ROI insights at every level.

KEY BENEFITS

- ✓ Service-Centric Platform – built for service businesses, not adapted from product ERPs.
- ✓ Standardization with Flexibility – enforce service models while allowing customer-specific tailoring.
- ✓ End-to-End Automation – from contract to billing, eliminating manual errors.
- ✓ Operational Visibility – real-time tracking with Stage of Transaction (SoT) metrics.
- ✓ Financial Integration – seamless GL and AR updates, ensuring faster revenue recognition.
- ✓ Profitability Insights – analyze cost, revenue, and ROI at every stage.