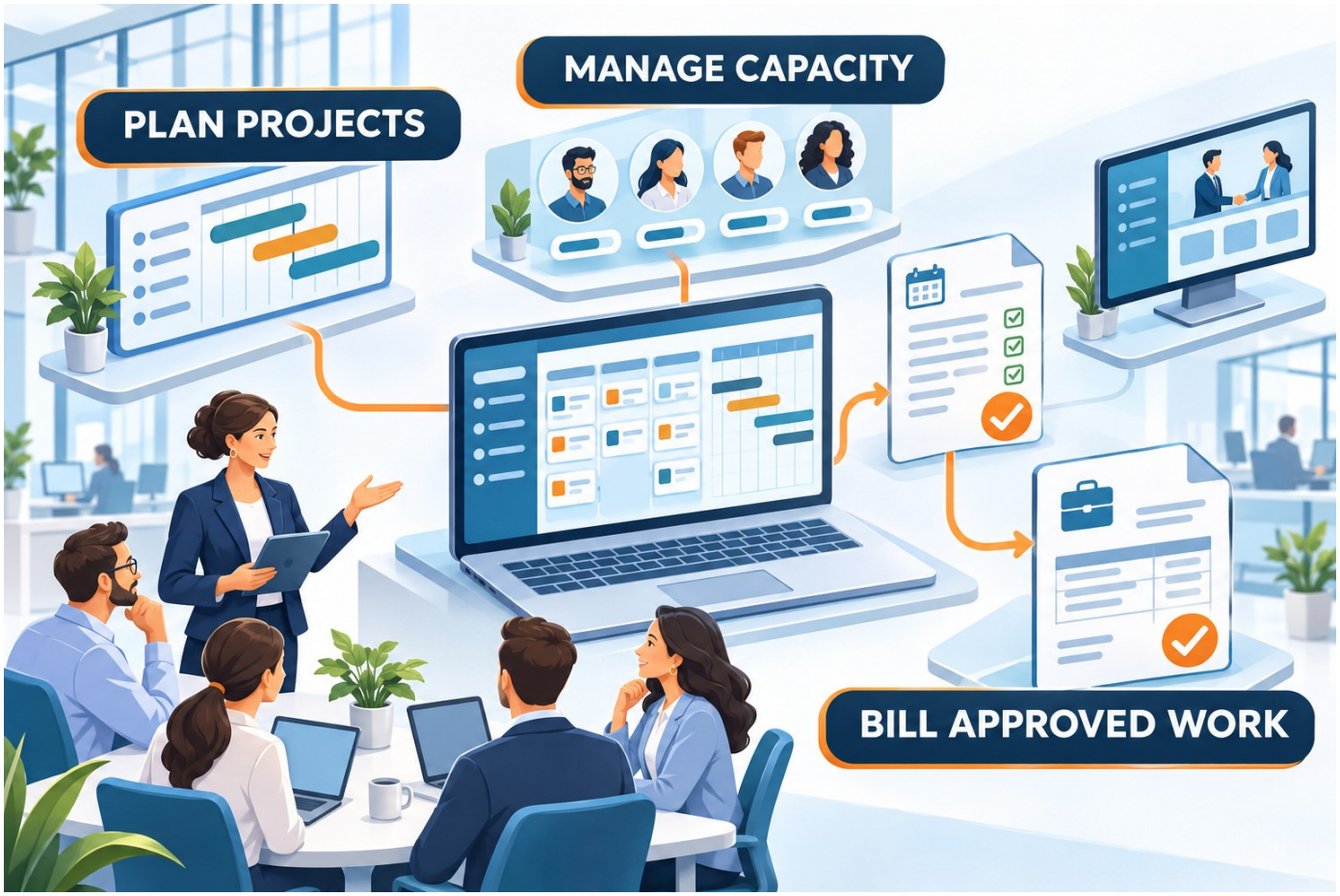
AFL ServiceAxis

Professional services ERP

Product overview

AFL ServiceAxis connects project delivery with staffing, time capture and commercial operations. Firms can follow work from the project plan through approved effort, client billing and financial performance.



Illustrative product view

Who it serves

Consulting firms, IT services companies, project-based businesses and managed service providers.

Request a demonstration at info@afl-ai.com | https://afl-ai.com/

Business value and buyer fit

What your business gains

Business priority	Product value
Project visibility	Keep tasks, milestones, dependencies and delivery responsibilities in one place.
Utilization insight	Compare billable effort, staffing needs and available capacity.
Margin control	Attribute labour and expenses to project budgets and review delivery economics.
Billing continuity	Connect approved timesheets, milestones and recurring agreements to invoices.

Choosing this product

Choose ServiceAxis when revenue depends on people, project execution and service commitments. Its core focus is delivery and firm economics rather than vehicle or institutional administration.

A connected working process

Plan Define the engagement, work breakdown, budget and delivery team.

Deliver Assign work, record effort and manage issues and milestones.

Approve and bill Approve time or deliverables and create the corresponding invoices.

Manage Review project margins, capacity, support obligations and client balances.

Information for decisions

Delivery leaders can compare planned and actual effort. Resource managers can address gaps or over-allocation. Finance teams can review project economics and invoice approved work, while clients see the records relevant to their engagements.

Product capabilities

Capability	What it covers
Projects and delivery	Work breakdown structures, tasks, milestones, Gantt views, dependencies, templates and sprint tracking.
Timesheets and utilization	Daily or weekly time capture, activity rates, cost and billing rates, billable splits and client approvals.
Budgets and profitability	Project cost centres, labour and expense allocation, budget alerts and gross-margin reporting.
Staffing	Resource schedules, employee skills, bench forecasting and over-allocation alerts.
Agile work and issues	Kanban boards, bugs, user stories, backlogs, code references and release milestones.
Contracts and billing	Fixed-fee milestones, time-and-materials work, retainers, recurring services and multi-currency invoicing.
Client portal and support	Project progress, timesheets, invoices, milestone sign-off, service tickets, SLA timers and escalation rules.
Firm operations	IT assets and licences, vendors and freelancers, purchase orders, withholding configuration, HR, payroll, travel and expenses.

Primary users

Firm leadership, delivery managers, consultants, resource managers, finance, HR and client stakeholders.

Deployment and commercial engagement

Implementation and adoption

Project templates, rate cards, billing rules, approval flows, staff records and opening financial data shape the rollout. Configuration can start with delivery and time capture, then extend to billing, support and firm operations.

Integrations

Projects connect to accounting, sales, HR, assets, purchasing and helpdesk functions. Client portals and configured tax or payment integrations extend the agreed implementation.

Technology and access

AFL develops and delivers this product. A modular ERP platform connects shared project, employee, customer and financial records. Web portals support internal teams and client access, with APIs and custom applications for additional workflows.

Identity-first staff access, device policies and multi-factor authentication can protect the private application environment. Role permissions and controlled client portal access keep engagement records within the intended audience.

Commercial options

Commercial component	What the proposal covers
Product access	One-time, monthly or annual arrangements, according to the selected product and agreement.
Implementation	Application setup, configuration, data migration, onboarding and training.
Custom development	Additional workflows, reports, integrations and agreed enhancements.
Support	Maintenance, patching, backup responsibilities and upgrades within the selected service plan.
Infrastructure	AFL-managed hosting, infrastructure, connectivity and integration requirements defined in the proposal.

Product scope, deployment options, integration requirements, service levels and pricing are defined in the customer proposal. Regulatory workflows support the agreed configuration and applicable operating requirements.

Discuss your requirements

Request a product demonstration and a scoped proposal for your organization.

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