

20 FALL 18 CUSTOMER 18 SUCCESS REPORT

FIELD SERVICE MANAGEMENT
SOFTWARE CATEGORY



featured
customers

FIELD SERVICE MANAGEMENT SOFTWARE OVERVIEW

Field service management software is the primary means by which modern field service companies can provide secure and feature-rich communication capabilities to their mobile personnel. With this kind of software, the primary focus is the efficient management of the entire breadth of field employees by simple, understandable means.

This type of software is becoming incredibly useful in the current business landscape. Managing large teams and individual employees has been made much easier, thanks to FSM software. Field service management software helps companies keep tabs on sales, booking, scheduling and tracking of personnel on the job. Field personnel can quickly and easily manage all of the paperwork that falls under their responsibility to create and submit without having to cut down significantly on the amount of work they can complete in a day with a ton of otherwise unnecessary office visits.





CUSTOMER SUCCESS SCORING METHODOLOGY

The FeaturedCustomers.com Customer Success score is based on data from our customer success content platform, social presence, as well as additional data aggregated from online sources and social media properties. Our ranking engine applies an algorithm to all of the data collected to calculate the overall Customer Success score. The overall Customer Success score is a weighted average based on 3 parts:

Content Score is affected by the following:

1. # of vendor generated customer success content pieces (case studies, success stories, testimonials, and customer videos)
2. Content quality score generated from all customer success content
3. % Change in Content over past 6 months
4. Number of employees (based on social media and public resources)

Social Score is affected by the following:

1. # of LinkedIn followers
2. # of Twitter followers
3. # of Facebook likes
4. Number of employees (based on social media and public sources)
5. Engagement across all platforms

Company Score is affected by the following:

1. Number of employees (based on social media and public resources)
2. Vendor momentum based on web traffic and search trends
3. Employee satisfaction and engagement (based on social network ratings)
4. % traffic increase to your Customer References
5. Lower Funnel SEO Key Term Rankings

CUSTOMER SUCCESS AWARDS



Market Leader (88 - 95)

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



Top Performer (84 - 87)

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Leader.



Rising Star (80 - 83)

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

ALL VENDORS





ABOUT SERVICEMAX

ServiceMax continues to reimagine and create solutions for the 20 million people globally who install, maintain, and repair machines across dozens of industries as the leading provider of complete end-to-end mobile and cloud-based technology for the sector. ServiceMax goes to every length from joining technicians on service calls to publishing the industry's leading online publication to help customers discover untapped innovation, unleash new revenue streams, drive efficiency, and most importantly delight their end-customer.

TRUSTED BY:



SONY



PHILIPS

"The ServiceMax solution has greatly increased the visibility we have of our customers and their products. Now support, marketing and sales can leverage customer history and product data to work more efficiently and drive revenue opportunities. On top of that, ServiceMax professional services and support have been an absolute pleasure to..."

Suzanne Young
Business Analyst, Solta Medical

"ServiceMax is the perfect choice to manage field service operations. It is an extremely reliable application, even when dealing with thousands of daily transactions and complex business rules. In a few words: strongly recommended."

Dejair Medeiros
Senior Analyst, Electrolux

"As a cloud solution, ServiceMax has been very flexible. It's agile and dynamic. ServiceMax has partnered with us, and we have been very appreciative of that. Implementation and the ability of our TycolS team to adapt to ServiceMax went a lot smoother than I expected. We were on our old system for 25 years... people don't like change. The ease of transition..."

Dan Catron
Senior Project Manager, Tyco

"As a company, we've always been driven to identify ways to enhance our customers' experience and provide them with the best service. Implementing ServiceMax software was a natural fit for those goals, and has since enabled us to not only cut equipment downtime, but also empowered our broader business to become the complete solution for the..."

Jim Reutlinger
Director, Americas Service, Molecular Devices



[READ ALL 146 CUSTOMER SUCCESS REVIEWS FROM SERVICEMAX USERS](#)



ABOUT SERVICETITAN

ServiceTitan is a mobile, cloud-based software platform that helps home service companies streamline operations, improve customer service, and grow their business. ServiceTitan's end-to-end solution for the multi-billion dollar residential home service industry includes CRM, intelligent dispatch, comprehensive reporting, marketing management tools, mobile solution for field techs, and QuickBooks integration. ServiceTitan brings a fully operational modern SaaS infrastructure to an industry traditionally underserved by software. ServiceTitan is the world's leading software for HVAC, plumbing, electrical, and garage door companies.

TRUSTED BY:



BRYANT

CLEAR the AIR
COOLING & HEATING

the **ecoplumbers**



"ServiceTitan has improved our business immensely in allowing us to have so much detailed information about every aspect of our business. Initially, we were shocked about some of the things we uncovered that we didn't even know were problems with our old CRM. We have worked hard to fix all of those newly revealed issues, and..."

Thomas Mello
Owner, A1 Garage Door Service

"I called ServiceTitan having a problem with our phone integration — one of our CSRs had been having a problem with inbound versus outbound lines — and the problem was identified and dealt with immediately. The staff always takes good care of us."

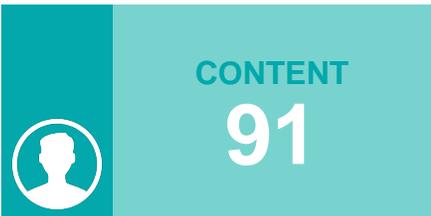
Nino George Brazil

"ServiceTitan helped grow my sales by 70%. We're on pace to surpass \$20M due to ServiceTitan's tracking and automation, and we're not letting up."

John Akhoian
Owner, Rooter Hero

"We've been fortunate to build one of the most successful home services companies in the country, and we're helping our industry peers do the same. ServiceTitan is one of the first things we recommend."

Mike Agugliaro
Co-Owner, Gold Medal Service



[READ ALL 33 CUSTOMER SUCCESS REVIEWS FROM SERVICETITAN USERS](#)



JOBBER



ABOUT JOBBER

Jobber is cloud-based software helps service businesses get organized. Complete with mobile apps, powerful scheduling, online invoicing, and simple customer management, Jobber is the easiest way to run a service business. Founded in 2011 and proudly Canadian, Jobber has helped thousands of users around the world manage over 5.6 million customer visits and send nearly \$600 million in invoices.

TRUSTED BY:



"Jobber makes it look like we're nationwide. We have this awesome looking software that makes us look super professional and that's all thanks to Jobber."
G.L. Brown
All-Things-Wood

"Jobber doesn't overdo it, the software doesn't give me so many features that it becomes complicated. Jobber has useful features that I actually need."
Mark Baker
Motivated Maids

"I put my confidence in Jobber completely on becoming one of the top softwares, they TRULY listen to their customers."
Mark Stroman
Turf Tenders

"We have achieved a 20-35% growth for the last 4 years thanks to Jobber and we plan to maintain a growth rate of 20-30% for the next 5 years."
Edward Ramsden
Edmonton Enviromasters



[READ ALL 95 CUSTOMER SUCCESS REVIEWS FROM JOBBER USERS](#)



ABOUT PRONTOFORMS

Available either as a standalone solution or as a mobile front-end to your existing Field Service Management system of record, ProntoForms is a leading provider of smart mobile forms for organizations with large field teams. Rapidly develop custom mobile apps to collect and analyze field data on smartphones and tablets - no coding required. 100,000+ subscribers harness the intuitive, secure, and scalable solution to increase productivity, improve quality of service, and mitigate risks.

TRUSTED BY:



HALLIBURTON



"By using ProntoForms for our field teams, we saved about \$1.5M in atmospheric corrosion inspection costs."

Khaled Fustok
Senior Manager Gas Technology Strategy & Solutions, PG&E;

"ProntoForms' additional capabilities expand the richness of the ServiceMax platform and will help drive better outcomes for our customers."

Jonathan Skelding
Vice President Global Alliances, GE

"The Analytics dashboards provide the information and analysis we need to make credible, data-driven recommendations for operational process improvements."

Jared Agan
VP of Operations, The Matworks

"ProntoForms has saved drivers three minutes per service call - or 750 hours every month."

Jody Smith
Fleet Operations Manager, AAA Carolinas



[READ ALL 104 CUSTOMER SUCCESS REVIEWS FROM PRONTOFORMS USERS](#)





ABOUT MHELPDESK

mHelpDesk is a fast, easy and reliable way to get complete visibility over your service tickets, technicians, scheduling, and billing. It works on your desktop, laptop, smart phone, or tablet it's as easy as pie. mHelpDesk provides a proven system that tracks every service and work order from start to finish. It organizes tasks, client notes, service details, and billing information neatly into one unified system. It's all designed to support you in delivering the best possible service to your clients.

TRUSTED BY:



"We absolutely love mHelpDesk. It has sped up our billing cycle from 45 days to instantaneous. As soon as a job is done our techs can invoice and collect signature right from the field. We are winning more job with mHelpDesk."

Lance Jehn
President, Encompass Inspections

"I can manage my schedule, receive invoices and receive payments from one place. It's amazing—it even does GPS so I can track all of my technicians and communication. I run my entire business on mHelpDesk."

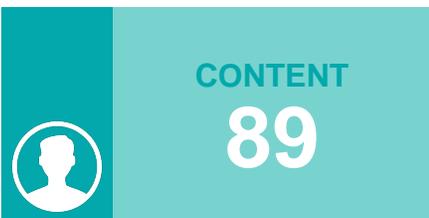
Howard Oven
Owner, H.O. Services

"mHelpDesk allows us to run our business more efficiently than ever before. We had problems scheduling and communicating with technicians on the road. We can now schedule and dispatch technicians straight from mHelpDesk, without having to pick up the phone."

Dino Lolli
Owner, Soft Edge Solutions

"mHelpDesk has added a level of professionalism I didn't think was possible at this cost. It's definitely a big bang for a little buck."

Ryan Royal
Chicago Kitchen Services



[READ ALL 39 CUSTOMER SUCCESS REVIEWS FROM MHELPDESK USERS](#)



ABOUT FIELDWARE

FieldAware is re-shaping the field service industry. FieldAware's made-for-mobile, cloud-based field service management software is easy to use and built with incredible flexibility – a combination that enables field service organizations to better serve their customers and outperform the competition. The FieldAware software was architected as a cloud-based, native mobile platform. It works seamlessly with a business's existing applications, and has no incumbent legacy technologies to modify or migrate from. FieldAware combines its software with the industry's best professional and support services, enabling companies to take full and rapid advantage of the power of mobility.

TRUSTED BY:



"When looking for a field service automation system that could keep up with the company's fast-paced growth, we found FieldAware a true mobile solution. FieldAware's mobile app made field work simpler and faster and eliminated the risk of losing a job."

Ronnie Evans
President & CEO, Builder Security Group

"We were doing pretty good before, but I feel like this has taken us a step up and made us that much better and will continue to enable us to be the best of the best at what we do."

James Fawcett
President and Chief Operating Officer, Accent Building Restoration, Inc.

"Choosing FieldAware has made me a star with my company and has made everything easier across the board."

Dave Reyes
Operations Manager, AC Mechanical

"The greatest thing is the real-time transfer of information. We used to have a lot of back-and-forth phone calls and e-mails, where we were spinning our wheels on one customer. Now we can access all of the information within FieldAware."

Brian Varisco
Director of Quality Control, Pebble Technology International



[READ ALL 95 CUSTOMER SUCCESS REVIEWS FROM FIELDWARE USERS](#)





ABOUT CORESYSTEMS

Coresystems is a leading provider of mobile and cloud based field service and workforce management software for mid sized and large enterprises' field service organizations. Since Coresystems' founding in 2006, more than 190,000 users across the world have utilized Coresystems' innovative, real time field service management software to improve their business and field service processes. Coresystems has also pioneered "crowd service" which allows customers to leverage an Uber-like platform to find available field service technicians in real-time.

TRUSTED BY:



"Since implementing Coresystems' software, Markem-Imaje has increased lead generation by 60%, resulting in new revenue streams by offering higher-tier service contracts, training and Markem-Imaje consumable products."

Jack Rijnenberg
Director of Global Customer Service, Markem-Imaje

"We are convinced that in having Coresystems as a partner, SAP Business One as our central ERP system and in selecting innovative Coresuite solutions we made the right decision. Subsequent projects have proven this to be true again and again."

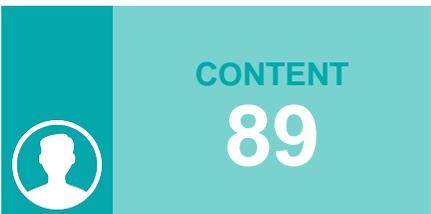
Lukas Sramek
CFO/COO, m-way

"With Coresystems Field Service Software, our field service technicians can access their service calls from anywhere, at any time. The mobile app even allows the technicians to create service calls and follow-up activities directly on their mobile devices, while on site with our customers."

Rob Sanoff
Chief Technology Officer, Teq

"We have already successfully reduced the time between servicing and invoicing from several weeks to an average of six days on more than 50% of customer service calls."

Andreas Heinz
Head of IT, Kardex Remstar



[READ ALL 45 CUSTOMER SUCCESS REVIEWS FROM CORESYSTEMS USERS](#)



MapAnything™



ABOUT MAPANYTHING

MapAnything is an innovator and pioneer in Geo-Productivity Software. With more than 1,800+ customers globally, ranging from Large Enterprises to Small Business, they believe that “Where Matters.” MapAnything is a Salesforce Gold App Innovation Partner, and a ServiceNow Technology Partner. They have received Ventana Research’s 2016 Technology Innovation Award for Location Analytics and been named a Customer’s Choice – Highly Reviewed App by users of Salesforce.

TRUSTED BY:



“We used to have little success in promoting events. At times, it was literally a physical labor to connect free tickets provided by our donors with our members. Now, tickets are gone in hours and we often have waiting lists.”

Megan Glynn
Director of Membership and Programs, Blue Star Families

“As a result of using MapAnything, we are able to process orders faster and more efficiently. When an order comes in for a location that is extremely busy or completely booked – we are able to quickly route it to another location that is close-by. This ensures that we don’t lose business and are still able to provide the best customer service and product.”

Stephanie Hoover
Director of Catering, Cafe Rio Mexican Grill, Inc.

“MapAnything is an indispensable tool for local sales management and sales reps. It provides deep insight into opportunity follow-up and even allows us to compare data from previous time periods. As a result, we are more efficient in our planning and this has boosted productivity across the board.”

Erik van den Hurk
International Salesforce Coördinator, Groeneveld International

“With MapAnything, you know the data is live and real. A huge perk is that MapAnything sits inside of Salesforce. It has been a huge time saver and allows us up to concentrate on more high-value tasks.”

Kristen Swann Podger
Sales Operations Manager, Parata



[READ ALL 71 CUSTOMER SUCCESS REVIEWS FROM MAPANYTHING USERS](#)



ABOUT GOSPOTCHECK

GoSpotCheck offers field team task management and reporting solutions for leading brands, including PepsiCo, Beam Suntory, Levi's, Sav-A-Lot and Dairy Queen. Available via web browser, iOS and Android apps, GoSpotCheck's platform enables brands to more effectively communicate with their field teams, gain ground-level visibility, and drive sales with actionable data. With industry specialties in wine, spirits, and beer companies, consumer goods, retail and restaurants, GoSpotCheck enables companies to deploy Missions to their employees quickly and get data back to management immediately.

TRUSTED BY:



CITIZEN



PEPSICO



"By arming reps with information, GoSpotCheck helps establish credibility for our field team. Similarly, the app strengthens Lorina's reputation. It helps people in the field and helps us – the people managing the people in the field – even more."
Zach Halpern
National Account Manager, Lorina

"By streamlining the data collection process at the store level, and providing a means of measuring and reporting, the GoSpotCheck mobile application has enhanced our ability to understand business performance like never before."
Richard Holscher
Director of Strategic Insights, Delicato Family Vineyards

"GoSpotCheck is providing us with immediate insight into our business in real time."
Anjali Sharma
National Education & Events Manager, T3 Micro

"GoSpotCheck connects all of the other divisions of the company... it really does connect the dots."
Brian Petrucci
Channel Sales Manager, Gerber



[READ ALL 54 CUSTOMER SUCCESS REVIEWS FROM GOSPOTCHECK USERS](#)

VONIGO



ABOUT VONIGO

Vonigo is a business management and online booking platform that helps increase sales and streamline operations at service companies and organizations. Vonigo offers a unified suite of configurable modules including: CRM, internal & client-facing scheduling, work order management, estimating, dispatching, routing, GPS, invoicing, payments, reporting, and more – all accessible over the internet from any desktop or mobile device.

TRUSTED BY:



“Since we started using Vonigo, our sales have gone up 35%, and earnings 40%.”
Ryan Smith
Chief Retail Officer, Habitat for Humanity

“This is one of the easiest to use customer relationship management tools out there.”
Dave Notte
Founder & Managing Director, Shack Shine

“Online revenue increased 458% with real-time booking.”
Josh Herron
Kansas City Franchisee, You Move Me

“Labor costs were reduced by 25% with Vonigo.”
Lane Martin
Founder & President, Modern PURAIR



[READ ALL 61 CUSTOMER SUCCESS REVIEWS FROM VONIGO USERS](#)



Better Systems. Less Hassle. More Profit.



ABOUT SIMPRO SOFTWARE

simPRO Software develops job management cloud-based solutions for the trade services industry. Their solutions are designed to optimise business workflow to refine process, improve productivity and increase profitability. They're really proud of their global company culture, diversity, great leadership team, and a well-established employee journey, and it's these attributes that make them an employer of choice for more than 150 staff (and counting!).

TRUSTED BY:



"simPRO has created a simple, platform solution for all aspects of my business. It has allowed a smoother flow of communication between departments and has streamlined our procedures in a great way."

Frank Bauer
CEO, Proguard Protection Services, Inc.

"simPRO has dramatically improved our materials management and time entry process. As a result, our invoicing process has improved and we have access to reports that allow greater visibility into overall company performance and profitability."

Tim Orr
General Manager, Blue Wave Communications

"With simPRO coming in already we've been able to properly report on the business and see where our pitfalls are and where we've been making money or losing money which is something that we've not be able to properly do to this stage."

Richard Curran
Employee, Wm. Brown & Co

"I have the freedom to run my business from anywhere in world from any device, and I can very easily monitor my profit margins day by day and per job. simPRO is a one of a kind software."

Ray Paz
Laundry Service Tech LLC



[READ ALL 88 CUSTOMER SUCCESS REVIEWS FROM SIMPRO SOFTWARE USERS](#)



ABOUT HOUSECALL PRO

HouseCall Pro is a cloud-based field service management app for service professionals to automate their workflows. This solution includes a native mobile app and complementary Web portal and serves a wide range of industries, such as cleaning, plumbing, electrical and more. HouseCall Pro allows companies to forego paperwork in favor of digital automation. It offers features such as job scheduling, dispatching, payment processing, estimates, automated receipts and invoices, customer notifications, company chat, as well as postcard and email marketing automation. Customers can book services via the HouseCall mobile app, communicate through a centralized messaging system and make online payments.

TRUSTED BY:



"My favorite part of HouseCall Pro is the communication with our customers. The feedback we've gotten is awesome. What that turns into is repeat customers and referrals."

Grant Schoenberger
President/Owner, Core Plumbing

"I've grown my business to a million dollars a year with HouseCall Pro. It works for us 24 hours a day keeping us organized."

Robert Allen
President/Owner, Dry-N-Clean Carpet Cleaning

"The customer support is unparalleled. The interface is smooth and intuitive, the ease of scheduling & rescheduling is streamlined, the stats/tags make tracking customers and sales hassle-free. Furthermore, by design, the software makes communication with customers extremely easy and effortless."

Rodolfo Szanto
CEO, Vapt Vupt Janitorial

"HouseCall Pro is amazing! It's simple, efficient, has amazing communication and marketing tools, and their customer service is TOP NOTCH!"

Alex Sherman
Owner, EcoFriendly Maid Service



[READ ALL 53 CUSTOMER SUCCESS REVIEWS FROM HOUSECALL PRO USERS](#)





Click



ABOUT CLICKSOFTWARE

ClickSoftware is the leading provider of automated mobile workforce management and service optimization solutions for the enterprise, both for mobile and in-house resources. As pioneers of the "Service chain optimization" concept, their solutions provide organizations with end-to-end visibility and control of the entire service management chain by optimizing forecasting, planning, shift and task scheduling, mobility and real-time management of resource and customer communication.

TRUSTED BY:



"We used to work in a reactive, trouble-based, world. Now we are proactively planning, scheduling and managing exceptions. Bell has gained tremendously, especially in tracking the actual productivity from task-based, technician and management reporting."

Zlatko Zahirovic
Manager of Wireless Network Connectivity Eng., Bell

"In these two biggest areas of dispatch work for our business, where techs are driving miles, and where we had lots of people doing the scheduling, we have been very successful using ClickSoftware and fine-tuning our process to reach our goals."

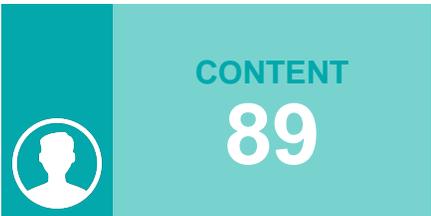
Steve Moore
Director of Operations, Unisys University

"ClickSoftware aided the transition of our field-service model from functional teams to geographic teams, which in turn helped increase our volume of work-without increasing the size of our workforce."

Alan Peacock
Area Manager, Vodafone

"ClickSoftware is of strategic importance to our business, it is viewed at executive level as providing clear competitive advantage in our marketplace and is undoubtedly key of the future success of Direct Energy."

Brayan Ward
Director of planning, Direct Energy



[READ ALL 102 CUSTOMER SUCCESS REVIEWS FROM CLICKSOFTWARE USERS](#)



ABOUT GEOOP

GeoOp aims to be the international leader in mobile workforce job management. Easy to use, intuitive and affordable, GeoOp empowers trade and service businesses to manage their mobile workforce's job sheets and the wider business. With GeoOp, your mobile staff can substitute their pen and paper for instant info on smartphones and tablets. Easily managing their jobs, from creating, assigning, scheduling and doing the job to invoicing and payments. GeoOp saves businesses time, increases their productivity, speeds up their cash flow, raises their customers' satisfaction levels and most importantly makes them money.

TRUSTED BY:



"The support team was a nice bunch! They are friendly and follow up closely with us, guiding us whenever we have any problem. And time and again they would call up to check on our progress, wanting to assist us if we needed."

Sandra Ng
Operations Administrator, CPC Solution

"I signed up with GeoOp with an open mind. I read about it and when we first started using it, it was everything you said it would be and there were no surprises. You can train someone to use it basically in about 10 minutes. We just did a basic sit-down session with our team, ran over the system and away they went. The system is quite instinctual, not..."

Bill Morris
Manager, Compass Gas and Plumbing

"A great part of the system is that GeoOp has GPS and links straight to built in maps within the job on their smartphones. This means that they're taken straight to the site and they don't need to look at a map. Their travel time is reduced and they don't have the stress of driving around a big city looking for a particular site."

Steve Boardman
CEO, WASP Security

"It was like night and day. Suddenly we knew what each other were doing. Everything was available remotely which was important because we're both on the road most of the time. The push pins in the map report are also fantastic, it's really great to see the regions you work most in so you can set marketing for those areas."

Liam Holley
Director, Option One Communications



[READ ALL 35 CUSTOMER SUCCESS REVIEWS FROM GEOOP USERS](#)





CONNECTED
CUSTOMER
EXPERIENCE



ABOUT MIZE

Mize simplifies the customer experience by transforming how companies engage today's connected, mobile and social consumers. Mize directly connects consumers with brands enabling easier access to products, knowledge and services. Consumers get the best value through instant access to relevant product information, reviews, recommendations and support from friends, brands, retailers and service providers. Companies accelerate revenues and foster loyalty by engaging consumers by enhancing the customer experience at all touch points.

TRUSTED BY:



"Our new warranty system from Mize enables us to manage warranty more effectively by tracking product registrations, warranty coverages, warranty claims, and parts returns."
Jerry Monahan
Manager of After Sales Support, Elliott Equipment Company

"Mize connected customer experience platform will enable us to connect better with dealers, customers, and products to deliver more proactive service."
Joel Jorgenson
President, Precision Equipment

"We selected Mize as our partner because of their understanding of the industry, specialization in warranty management and software that meets our needs."
Lynn Murphy
CEO, Premium 2000+

"Mize platform and solution will enable us to streamline all customer support and service processes providing greater value at a lower cost."
John Apps
VP of Operations, Drobo



[READ ALL 25 CUSTOMER SUCCESS REVIEWS FROM MIZE USERS](#)



ABOUT EXEL COMPUTER SYSTEMS PLC

Exel Computer Systems plc, a UK software author, has been developing, implementing and supporting business software solutions since 1985. With hundreds of successful implementations and thousands of users around the world, Exel has a proven track record of working with some of the world's most well-known organisations. Exel's experience and extensive industry knowledge ensure that they are best placed to assist their customers to achieve competitive advantage through the employment of a state-of-the-art business solution. In a constantly changing business environment Exel is a provider that you can trust, and with continual product investment, a company which will be around in the future.

TRUSTED BY:



"It's a drastic improvement over what we've had – now we have the ability to link the shop floor with the rest of the business. Being able to has forced us to do things in a better way and opened our minds to a bigger scope of what we can achieve."

Don Mckenna
Managing Director, McKenna Group

"All of a sudden we didn't have any need for data analysts to tell us what was happening – we could see the data for ourselves, which gave us immediate business intelligence. Reporting time has been significantly reduced."

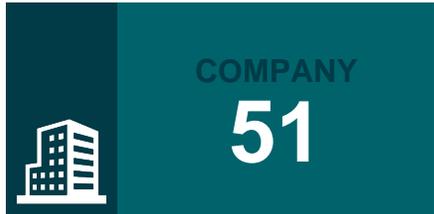
Richard White
Business Development Manager, Doncasters Blaenavon

"I completely stand by what I said about EFACS and Exel all those years ago. In my opinion, there is simply no other product out there that could help us do what we do, the way we need to do it."

Steve Davis
Production Manager & IT Director, G B Kent & Sons Limited

"We made a net cost saving of £83,610 by doing some EFACS E/8 configuration work to improve the processes to meet our business requirements."

Paul Rivans
Business Improvement Manager, James Fisher Nuclear Limited



[READ ALL 68 CUSTOMER SUCCESS REVIEWS FROM EXEL COMPUTER SYSTEMS PLC USERS](#)



ABOUT ASTEA INTERNATIONAL

Astea International is a global provider of service management software solutions that address the unique needs of companies who manage capital equipment, mission critical assets and human capital. With the acquisition of FieldCentrix, Astea complements its existing portfolio with the industry's leading mobile field service execution solutions.

TRUSTED BY:



"We selected Astea because it offered the most feature rich and fully integrated solution we could find, including warranty, spare parts, mobile, and projects modules. The ability to cover all of the parts of our business was important."

Chris Corcoran
Technical Director, ARX

"Among the larger companies in particular over the last three or four years there has been an increasing focus on customer satisfaction rather than price. For them it was a competitive differentiator with their end users and so it had to be for us – it is the company that delivers the best service that will get the work. And when you can do a little more for..."

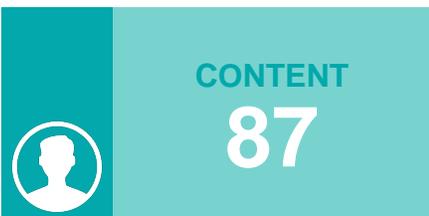
Peter Langerak
ICT Managed Services, Centric

"Simply put, Astea's technology was the closest fit to our business model and circumstances, and Astea Alliance offers the flexibility to manage our service inventory and operations. The scope of the product helped us to re-engineer the critical service elements of the business."

Kim Partridge
Manager Systems and Processes, Data #3 Limited

"With Astea Alliance, we centralize management of Enovation's nationwide service delivery. From a customer service perspective, this strategy quickly exceeded the targeted distribution channel efficiencies for which Enovation was created."

Neil Johnson
Director of Technical Services, Fujifilm



[READ ALL 35 CUSTOMER SUCCESS REVIEWS FROM ASTEA INTERNATIONAL USERS](#)



ABOUT FIELDEDGE

FieldEdge, formerly dESCO, is the leading developer of innovative service management software for the service industry. With offices in Fort Myers and Atlanta, FieldEdge serves more than 30 service verticals, both nationally and internationally. FieldEdge's flagship products, FieldEdge and Electronic Service Control (ESC), are comprehensive service management solutions that enable home service contractor companies to easily manage customers, work, and finances. FieldEdge and ESC provide the tools and features growing and profitable service companies need for success.

TRUSTED BY:



"The biggest value to our company is efficiency - with the mechanics invoicing using mobile we can upload the invoice, take payment and book return calls before he has even pulled out of the driveway. If a customer calls and asks for a copy of an invoice or a statement of their account we can email with one click. The marketing tools that are available..."

Sue Stewart
Director of Services, A1 Air Conditioning & Heating

"The software was very simple to learn and offered much more than we expected. It has helped to revolutionize everything from our dispatching style and the way we communicate with customers, to the way we bill out repairs and manage our contract work. The level of service we are able to provide our customers has increased in a huge way."

Reid Auger
Director, ControlAir Systems, Inc.

"FieldEdge service is excellent. I called in with a problem that I had created and within 30 seconds, the support technician had fixed it and taught me how to do the task properly. This type of service is invaluable to us as a company."

Willard Moore
Operation Manager, Affordable Quality Plumbing

"I have never been disappointed in my choice to use FieldEdge for my scheduling and productivity software. There are always new things to find out and make the job of running our company easier."

Wendon Wattam
Anything Electric



[READ ALL 56 CUSTOMER SUCCESS REVIEWS FROM FIELDEDGE USERS](#)





ABOUT STREETSMART

StreetSmart leads the industry with their full suite of mobile workforce management solutions. It all starts with an easy to download mobile device app. Mobile workers can use the app on their phone to track time, get dispatched job information, record job site information on mobile forms and more. Their cloud-based administrative software seamlessly integrates with mobile worker information to provide insights into mobile worker locations, job activities and shift information. Dispatchers can manage jobs with either the StreetSmart software or their familiar Microsoft Office Outlook application. Field managers, operations, and finance can quickly access and analyze field service worker job site data, travel and time sheets from one flexible solution.

TRUSTED BY:



FROST & SULLIVAN



“StreetSmart has helped our accounting department significantly. We’ve eliminated the manual aspects of payroll, along with most of the labor hour associated with that process. All around, we’re happy with StreetSmart. It’s been a very positive experience for us.”

Kelli Hill
Staff Accountant, Schilling Companies

“With the additional information from StreetSmart, we are better able to manage our time and improve the overall productivity of our operations. From our management team to our service coordinators to our vendors, we are now able to prioritize and better plan for upcoming arrivals and service requests, which has made it possible to maximize the...”

Sylvester Sanchez
Houston Branch Manager, Oakwood Worldwide

“StreetSmart is an all-in-one solution. It tracks our handlers but it also eliminates manual paperwork.”

Gigi
Office Manager, Geese Police

“The drivers receive their instructions, and Field Force Manager also provides turn-by-turn navigation, which is especially helpful in residential areas.”

Dave Martyn
Director of Logistics, Goodwill Industries



[READ ALL 42 CUSTOMER SUCCESS REVIEWS FROM STREETSMART USERS](#)



ABOUT HIGH 5 SOFTWARE

High 5 Software has been producing quality field service software since 1989. Formally Axcis.net, the name was changed to High 5 Software in 2006 to better reflect the ongoing evolution of both the company and the service management software industry. Over the last 25 years, thousands of businesses have used High 5 Software. Located in Kenmore, WA (just outside of Seattle), High 5 Software has customers in virtually every facet of the service industry, and has established itself as one of the premiere suppliers of service management software.

TRUSTED BY:



"Our company has been working with SME and High 5 Software for a little over two years. During this time, we have also been reworking and streamlining our business processes. We have gone through a lot of growth and change. High 5 Software has been very helpful and flexible with us through our growth and changes. High 5 Software..."

Keith Purvis
General Manager, Kenco Electrical & A/C, Inc.

"Real-time inventory updates and a user friendly interface with SME have met all the needs of our service department. We are instantly updated on the capabilities of each terminal location with on the spot reporting and have eliminated our archaic hand written customer history system."

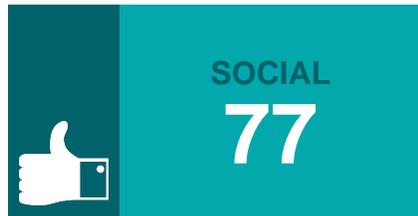
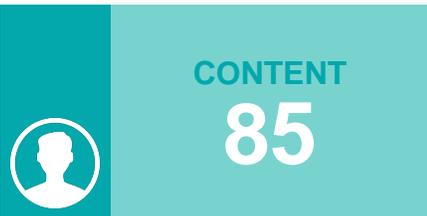
Tim Harper
Tool Service Supervisor, Thomas & Betts

"The tech support department at High 5 Software is helpful and responsive. This is extremely important when you use the software to run your daily operations."

Martin Unger
President, CSSR, INC.

"SME efficiently manages our technicians and improves response time by having a single company wide documented communication with our customers. The QuickBooks sync gives us the all encompassing solution we needed."

Kerri Beach
Marketing Manager, Automated Machinery Inc. (AMI)



READ ALL 25 CUSTOMER SUCCESS REVIEWS FROM HIGH 5 SOFTWARE USERS



SERVICEM8



ABOUT SERVICEM8

ServiceM8 is a field service management app which empowers small business to thrive. It's cloud-based software for field-based trades and home services businesses like electrical contractors, plumbers and pool care specialists. Field staff use the software via a native app for iPhone, iPad and Apple Watch. The ServiceM8 app is exclusive to Apple mobile devices.

TRUSTED BY:



"ServiceM8 stood out very very quickly. By the end of the 2 months that I'd spent putting all these other apps through their paces, I found ServiceM8 was hands-down the one to go with, and that's how we started rolling it out."

Satya Bourgeot
Owner, Pristine Professional Cleaning

"Whoever claims 'there aren't enough hours in the day' needs ServiceM8 because my business is more efficient and more profitable than ever."

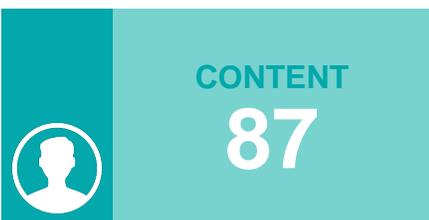
Dean Phillips
Podger Air Conditioning & Refrigeration

"ServiceM8 has made my life easier and brought ease to my business. I don't even remember what work was like before the app."

Paul Clues
Mobbs Electrical

"I choose ServiceM8 because it allows me to take control of my business with forward planning and time management options."

Darren Clancy
ADAZ Electrical



[READ ALL 42 CUSTOMER SUCCESS REVIEWS FROM SERVICEM8 USERS](#)





ABOUT WINTAC SOFTWARE

Wintac Software is the #1 Best-Selling Field Service Software for small to medium sized field service companies. With over 25 years of experience developing and supporting the world's most widely-used all-in-one business management software for service contractors, Intac International, LLC has a proven track record that you can feel safe with. Wintac continuously strives to provide service contractors with the very best product, at the very best price. Wintac Software's business management solution allows users to run a more organized, efficient and profitable business. Wintac can automate every area of your field service business, from creating a work order to collecting a payment, in the field. Wintac is built to integrate and operate seamlessly with current business practices.

TRUSTED BY:



"Wintac pest control software makes scheduling service calls simple and accurate. We also use it for our sales and marketing and accounting. Our profits have increased since switching to the Wintac program and for that reason alone we recommend it to anyone in our industry looking for the best service software for pest control."

A-1 Pest Control

"Wintac appliance repair software has helped us to simplify our business. The reports are saving us money in advertising costs, and the office can now keep track of the techs in the field by simply looking at a screen."

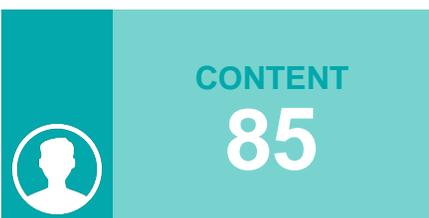
Anderson Appliance Repair

"For years, we have been using the Wintac software and can attest that Wintac is one of the easiest, user-friendly programs that we've ever worked with! It has allowed us to be more organized and efficient with our customer records."

AusEm Services

"Wintac has exceeded my expectations in every aspect - from accounting to dispatching and everyday operations. Their sales and support staff are extremely knowledgeable, friendly, and very easy to contact."

Franey Refrigeration



[READ ALL 58 CUSTOMER SUCCESS REVIEWS FROM WINTAC SOFTWARE USERS](#)



ABOUT BIZNUSOFT

BiznusSoft is a SaaS company established in 2013 with a vision to provide maintenance free business solutions to companies worldwide. BiznusSoft provides innovative business solutions in Field Service, Human Capital Management, and Finance. Their solutions are seamlessly integrated with each other to give you access to a one stop shop of business applications. In addition, they provide a quick start approach to implementing their products because their goal is to reduce or shorten the timeframe of the implementation and also to reduce the integration costs.

TRUSTED BY:



"I can't say enough good things about BiznusSoft and being able to work with us and get us started."

Clint Hoffman
Project Manager, Metercor

"When we looked at BiznusSoft's ability and willingness to customize the tool for our use, it was an easy decision."

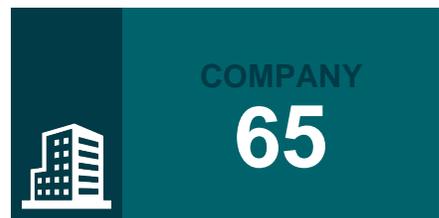
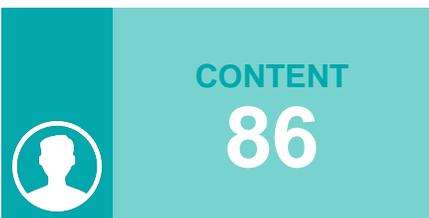
Ron Stevens
Director of Global Customer Service, nLIGHT

"We always felt we were in good hands with the BiznusSoft team. The project ran on time and any issues uncovered during implementation were quickly corrected. They were always communicative and willing to help."

Christina Lanham
Manager, E-Learning and Digital Services, Industrial Training International

"I'm super grateful that BiznusSoft Field Service was able to dedicate somebody that I could work with that is always available to help us to get to the next phase. I'm grateful for their commitment to us and not giving up, and I appreciate their willingness to grow with us, help understand our needs, and figure out ways to solve our problems."

Kerriann Barkley
Director of Corporate Innovation, American Environmental Group



[READ ALL 27 CUSTOMER SUCCESS REVIEWS FROM BIZNUSOFT USERS](#)



ABOUT SERVICEPOWER

ServicePower, the acknowledged leader in Optimization Technology, provides an innovative global, fully mobilized field service management software platform used by field service organizations such as Assurant Solutions, Mitsubishi, Farmers Insurance, AIG Warranty and Pitney Bowes to improve productivity and efficiency, intelligently schedule appointments, SLA and complex jobs, as well as parts.

TRUSTED BY:



"The ServicePower system helps us reach our goals efficiently, and in a cost effective manner. It allows us to grow and change with the industry, to meet and, exceed our customers' expectations."

Eddie Palacios
Director of Service Operations, ESI Enterprises

"Knowing that ServicePower offer us a fully managed system from the initial point of contact by the end user; to the successful completion of each customer's case has allowed us to focus on other areas of improvement within Richer Sounds."

Lindon Bolt
Service Department Manager, Richer Sounds

"Our partnership with ServicePower will be positive for customers because it will make repairs quick and easy to schedule and eliminates the hassle of scheduling service times."

Ariel Gorelik
EVP and CIO, AmTrust

"Thanks to ServicePower for outstanding support on this project. This is one of the smoothest integrations we have deployed."

Laxman Rao Eaga
PMP, Team Lead, Solutions - CRM & Consumer Care, Electrolux Home Appliances



READ ALL 28 CUSTOMER SUCCESS REVIEWS FROM SERVICEPOWER USERS



ABOUT CORRIGO

The Corrigo technology platform is used by over 2.5 million people to manage 15 million work orders each year across more than 1,400,000 locations. The Corrigo technology platform includes integrated SaaS software and mobile apps serving facility management, maintenance management, service dispatch, and field service management organizations of all sizes. The platform delivers real-time visibility into and control of the quality and cost of building and field service operations.

TRUSTED BY:



"By constantly working to improve processes and communicating the success of those process changes, my team has been able to drive significant value for Jack in the Box."

Judy Glasser
Facilities Service Center Manager, Jack in the Box

"Corrigo sets the standard for providing customizable solutions that fit our business needs and increase our efficiency."

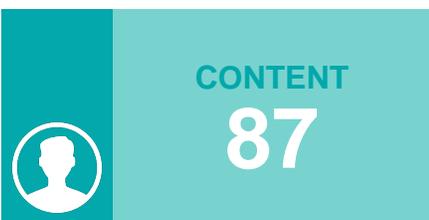
John Skeels
Construction/Facilities Analyst, Fiesta Restaurant Group

"Asset management is helping us determine when to replace units proactively. We can better predict failure, which saves us money on maintenance."

Alan Lovelace
Domino's Pizza

"For our company, it has been really easy to work with this system – it has saved us many hours of time, and being aware of all the jobs we have done has been a great advantage."

Ramon De La Cerda
De La Cerda Associates



[READ ALL 29 CUSTOMER SUCCESS REVIEWS FROM CORRIGO USERS](#)



ABOUT RAZORSYNC

RazorSync, LLC, headquartered in Minneapolis, MN, is the market leader of field service software designed specifically for small and medium service businesses. RazorSync Mobile Field Service Management software is a powerful, easy to use and low cost cloud based desktop and mobile software solution that facilitates business management and interaction among team members in the office, field technicians and customers. The web app can be accessed from any browser on a desktop, laptop or tablet computer and runs on any iOS or Android tablet or smartphone.

TRUSTED BY:



BUGS-B-GONE



"With RazorSync I can run the entire operation from the field...a benefit easily worth \$120,000 a year in business, \$30,000 to \$40,000 in profit."

Josh Stanley
President and Co-owner, Crystal Clear Water & Well Systems

"I have been happy with RazorSync since the first day of the trial. Whenever I have a question, someone is right there to help."

Shayna Stanford
Office Manager, Glacier Heating and Air Conditioning

"One of our favorite features of the RazorSync application is the Service Item Reporting function. It itemizes all the service items used, a beneficial tool for materials management."

Greg Showalter
Manager, Overhead Door of Ottumwa

"RazorSync is by far the best money I spend each month. It saves me at least \$10,000 a year and makes our company more professional."

AI Pettit
Owner, Upstate Home Medic



[READ ALL 38 CUSTOMER SUCCESS REVIEWS FROM RAZORSYNC USERS](#)





Smart Service



ABOUT SMART SERVICE

Smart Service is a direct add-on to QuickBooks that adds scheduling, dispatching, and much more to the accounting program while also enhancing billing and customer management. This makes Smart Service the perfect software for field service companies of every shape and size, including those in the HVAC, plumbing, electrician, and pest control fields. If you'd like to streamline your operations, eliminate waste, and enhance your bottom line, head to SmartService.com to request your free demo today.

TRUSTED BY:

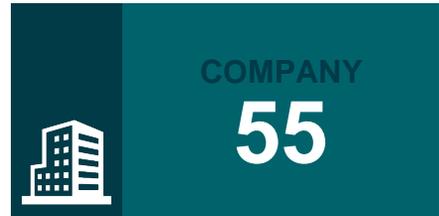


"My business has grown substantially since we started Smart Service."
Ryan Harrell
President, Ryan's Landscaping

"Smart Service has saved us enormous amounts of money, and the savings are annual. It's not a one time deal. Smart Service is a solution that every service business needs."
Bill Husel
President, Chimney Doctors

"The software grows along with us and at our pace. The support staff is the best I have ever dealt with. The only regret someone would have with Smart Service is they didn't start using it sooner."
Ken Bullinger
Owner, Ken's Window Cleaning

"We went from about 3 million in sales to about 4.5. A great deal of that is attributed to the efficiency of Smart Service."
Aaron Kemp
Marketing Manager & SEO Specialist, Sears Heating & Cooling



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