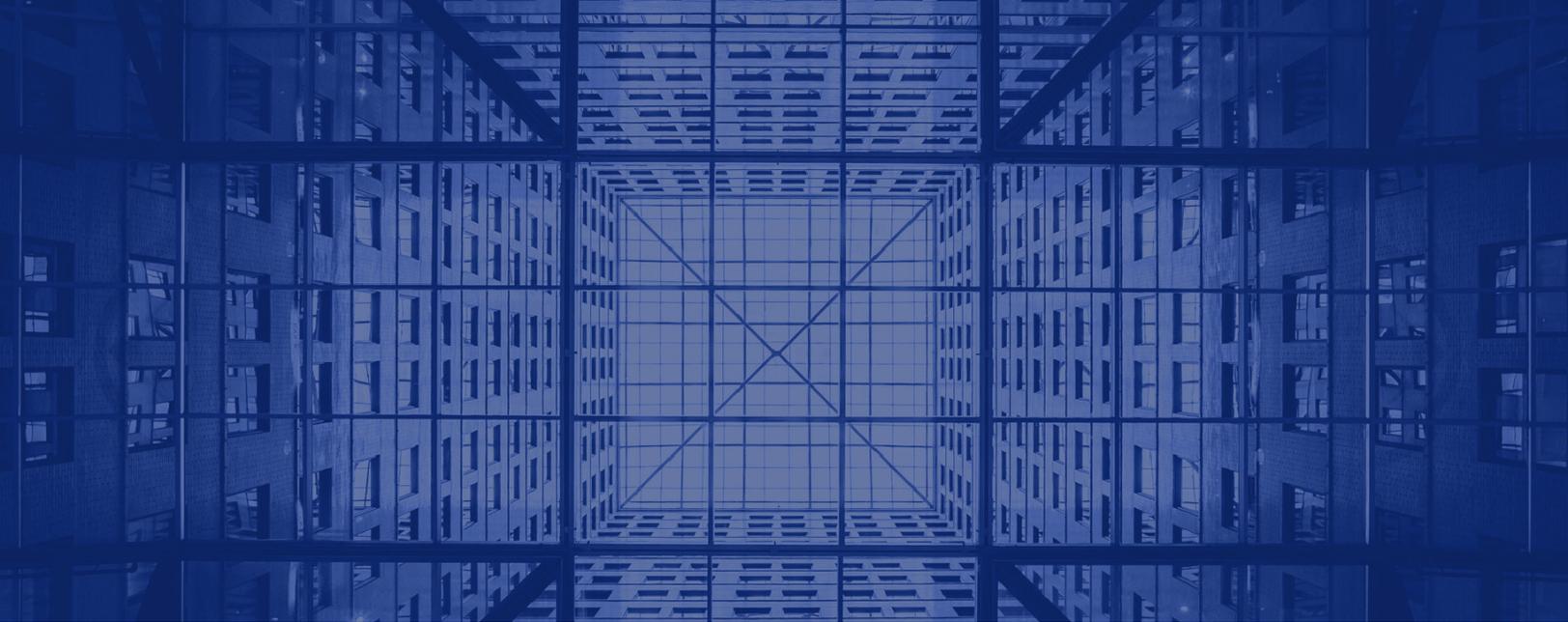


Field Service Management Software Category



Field Service Management Software Category

Field service management (FSM) software offers a single platform from which you can manage your business tasks such as scheduling, dispatching, invoicing, reporting, customer account management, and more. This solution is ideal for service companies such as pool and spa, HVAC, plumbing, and others. It enables you to run your business efficiently, make your staff more productive, and keep your customers happy.

FSM software removes confusion and uncertainty in business operations. You can bid goodbye to old-fashioned methods such as using whiteboards and Excel spreadsheets to manage your multiple employees. The platform makes scheduling and monitoring intuitive and easy, and your firm more agile. With FSM mobile apps, your staff can receive jobs in the field and will not have to come back to the office for new tasks.



Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

CONTENT SCORE

- Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- Customer reference rating score
- Year-over-year change in amount of customer references on FeaturedCustomers platform
- Total # of profile views on FeaturedCustomers platform
- Total # of customer reference views on FeaturedCustomers platform

MARKET PRESENCE SCORE

- Social media followers including LinkedIn, Twitter, & Facebook
- Vendor momentum based on web traffic and search trends
- Organic SEO key term rankings
- Company presence including # of press mentions

COMPANY SCORE

- Total # of employees (based on social media and public resources)
- Year-over-year change in # of employees over past 12 months
- Glassdoor ranking
- Venture capital raised

Award Levels



MARKET LEADER

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

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 Market Leader.



RISING STAR

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.



2022 Customer Success Awards

Check out this list of the highest rated Field Service Management Software based on the FeaturedCustomers Customer Success Report.



MARKET LEADERS



TOP PERFORMERS



RISING STARS



* Companies listed in alphabetical order

2022



SUMMER 2022

Field Service
Management Software
Category

MARKET LEADERS



74

Total Customer References

VIEW ALL REFERENCES

ABOUT FIELDEDGE

FieldEdge

by xplor

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.

Featured Testimonials

“Our previous software provider made promises they didn't keep so we knew we needed to switch. We chose FieldEdge because of their real-time QuickBooks integration, maintenance agreement management and most importantly, because they listen to our ideas and act upon them.”



ROB SUMMERLIN
OWNER, AC & HEAT SOLUTIONS

“With FieldEdge, the scheduling of maintenance agreements is a piece of cake. It's much more organized and we don't have customers falling through the cracks, which is big because, to me, that's the core value of a business - recurring revenue and satisfied maintenance customers.”



BILL MCEWEN
OPERATIONS MANAGER, MA WILLIAMS DRAIN CLEANING

“We love ESC and find it exceptional for dispatching and tracking our equipment. The integration to QuickBooks made it a simple transition for us to integrate our current accounting software and shorten the learning curve. We are now looking at the Caller ID and Bar Code scanning.”



DAVE MELLIS
PRESIDENT/OWNER, EDS PUMPS & WATER TREATMENT LTD

“AMPRO relies on ESC heavily, in all aspects of our business. They have been an important partner through many years and we credit them tremendously with our continued success. ESC allows our service and project managers to communicate job information with techs and clients seamlessly. The ability to attach documents to dispatches provides tremendous detail to techs in the field, allowing them to be fully aware of what a specific job requires. Emergency calls are easily integrated into the daily schedule, as all information is transferred to the mobile app in real time. Dispatch notes are sent back to the office instantly, so clients are updated on their job status right away.”



LEO MURRAY
PRESIDENT, AMPRO

TRUSTED BY





122
Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT HOUSECALL PRO



Housecall Pro is a top-rated, all-in-one business solution that helps home service professionals work simpler and grow smarter. With easy-to-use digital tools for scheduling and dispatching jobs, managing payments, automating marketing efforts, and more, Housecall Pro helps Pros efficiently manage every aspect of their business all in one place. Housecall Pro is designed to help Pros across HVAC, Electric, Plumbing, Cleaning, and many other industries cut down on admin work and save time. Housecall Pro is available through a mobile app and web portal. Through Housecall Pro, Pros also gain access to one of the largest, most supportive communities of service professionals on the internet. Founded in 2013, Housecall Pro has been championing Pros across the United States and Canada through streamlined solutions and strong community support for over eight years.

Featured Testimonials

“My customers love it. This app has become my CRM, scheduling, invoicing, estimating and payment system.”

MICHAEL PARKER
MASTERPRO SERVICE INC.

“We have been using HouseCall Pro since the beginning of our business, and it has helped build our business into what it is today. Everything from scheduling to payments to customer database, has helped us grow and given our customers have a grand experience!”

ADAM B.
GRATEFUL PLUMBER

“I love this software. It's great for communicating with tech while out in the field. It also has a great map system with the program that allows the tech to see the house plus map his route out. It is very easy to use from the office side, tech side, and billing side. I am enjoying using Housecall Pro and look forward to being a customer for a long time.”

THERESA
A&A SERVICE COMPANY

“We love Housecall Pro! We have been with this program for over 2 years and watched it grow - they really take into consideration the customers' opinions and the functionality of the program is very user friendly. I highly recommend this for anyone wanting to track their jobs and dollar flow per job.”

ANTHONY DUFFEY
DUFFEY TREE CARE

TRUSTED BY





199

Total Customer References

VIEW ALL REFERENCES

ABOUT JOBBER



Jobber is an award-winning job tracking and customer management software platform for small home service businesses. Unlike spreadsheets or pen and paper, Jobber keeps track of everything in one place and automates day-to-day operations, so small businesses can provide 5-star service at scale. Jobber's 100,000+ home service professionals have served over 12 million households in more than 47 countries. Jobber has been featured in Washington Post, Forbes, Fast Company, and more. Visit: <https://getjobber.com/>.

Featured Testimonials

“[My favorite Jobber feature is] the checklist you can attach to the job. It's a great tool for us. It's making us more consistent out in the field.”



JUDITH VIRAG
CLEAN CLUB CALGARY

“I get great feedback on the client hub, the invoice reminders, and the customization. That's one of the biggest things that I tell people about Jobber, because the client experience really is number one.”



JASON COURTEPATTE
PROFESSIONAL ELECTRICAL CONTRACTOR AND OWNER, KITE ELECTRIC

“Jobber offers us scheduling and dispatching features so we can generate our jobs, select our clients, and assign them to our team members more efficiently.”



DAN GUEST
MASTER PLUMBER, GUEST PLUMBING & HEATING

“Regarding stuff you do over and over, Jobber wins. Routing, quoting & invoicing, scheduling work, adding new clients, Jobber wins.”



ADAM SYLVESTER
CHARLOTTESVILLE LAWN CARE

TRUSTED BY





40

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT SERVICE FUSION



Service Fusion serves over 2,000 customers in over 20 residential and commercial service verticals. The company's award-winning field service management solution combines lightning-fast work order entry, intelligent scheduling and dispatching, instant invoicing, integrated payments, and advanced reporting with real-time communication via field worker and customer mobile applications. In July 2018, Service Fusion received a \$10M Series A round to continue creating value for users in the field service marketplace.

Featured Testimonials

“I have loved our time with Service Fusion. The team is great! Ease of use. Like that it is completely web based. Mobile app for our techs saves the office staff a ton of hassle. The integration with QuickBooks is amazing. I have seen much improvement in customer communication over the past few months.”



JACOB MCCONNAUGHY
MAC HVAC

“Product is user friendly. I like the fact that I can use the software on my desktop when I am in the office and use my mobile phone when I am out of the office and not miss a beat.”



JOHN DAWSON
DAWSON-DODD HEATING AND COOLING

“User-friendly. Syncs with QuickBooks with no problem. Runs smooth daily. This program has made it very easy for us to keep track of service calls, invoicing, and customer information.”



MONICA MILLER
AC PLUMBING, HEATING & COOLING

“The software is so easy to setup and use. The data that you get out of it is fantastic. I also love the integration to QuickBooks which makes it even easier to manage the business.”



JASON ALJETS
ALJETS HOME SOLUTIONS

TRUSTED BY





228

Total Customer References

VIEW ALL REFERENCES

ABOUT SERVICEMAX

SERVICEMAX

ServiceMax's mission is to help customers keep the world running with asset-centric field service management software. As a recognized leader in this space, ServiceMax's mobile apps and cloud-based software provide a complete view of assets to field service teams. By optimizing field service operations, customers across all industries can better manage the complexities of service, support faster growth, and run more profitable, outcome-centric businesses. Our asset-centric approach to field service has enabled us to focus on industries with high value, complex assets and deliver differentiated solutions in areas like assisted scheduling, project scheduling and field change order management. These capabilities give customers an unprecedented view into the assets they maintain and make what appear to be very complex processes simple, repeatable, and well-managed.

Featured Testimonials

“Improved field service reporting is giving us better visibility. It is allowing us to create detailed history for each customer and use analytics to look at best practices. We no longer use email to communicate customer details. Instead, everything is available in ServiceMax and accessible using a computer or smartphone.”



ROAR SLETTA
FIELD SERVICE LEADER, GE OIL & GAS

“FieldFX helped us recapture and eliminate revenue leakage, accelerate cash collection, reduce our DSO, and automate our quote-to-cash process.”



HARMINDER BHAVRA
MANAGER OF ENTERPRISE TRANSFORMATION, CEDA

“The latest innovation in field service mobile apps extends to putting them directly in the hands of customers, particularly business customers. Although it's early days for customers using field service mobile apps directly, the results so far are promising. Giving customers more power to manage their assets gives them greater control that has huge potential to improve outcomes. Empowering customers to be more hands-on in managing their assets also helps to close a critical part of the feedback loop for manufacturers. Customers are best placed to validate information about assets in the field.”



NICOLE FRANCE
CONSTELLATION RESEARCH INC.

“ServiceMax has provided real time access to our global data for all service workstreams. We were able to standardize on global processes, gain efficiencies in contract admin functions, service case assignment, and our overall reporting capabilities.”



JEFFREY MOORE
SERVICE OPERATIONS MANAGER, KODAK ALARIS

TRUSTED BY





62

Total Customer References

[VIEW ALL REFERENCES](#)

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.

Featured Testimonials

“With ServicePower, LG will continually drive improvement in our network through AI-based logic and real-time scheduling and warranty processing.”



BILL LANGE
FIELD SERVICE OPERATIONS AND STRATEGY, LG ELECTRONICS USA

“ServicePower has been a true partner to BrandsMart. They've provided BrandsMart with a total solution encompassing not only our scheduling and routing needs, but replaced our CRM through their partner ecosystem. They've enabled us to move from a very manual operation, where technicians were once routed by a single, veteran employee, to near total automation. We've been able to schedule more jobs per day, save on fuel costs, close more jobs per day and track what's happening throughout the day, both in terms of the jobs themselves, as well as where company vehicles and inventory are at any given time. ServicePower enabled BrandsMart to truly transform our field service operation.”



COSMO ADAMO
VICE PRESIDENT, BRANDSMART USA

“ServicePower brings new features and functions to mobile work forces like real-time schedule optimization, providing the hard-dollar return on investment.”



JEANINE STERLING
INDUSTRY DIRECTOR, FROST & SULLIVAN

“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

TRUSTED BY





334
Total Customer References

[VIEW ALL REFERENCES](#)

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.

Featured Testimonials

“Tracking of jobs, KPI's and keeping everybody on the same page has been an easy breeze without wasting time. Really, we wouldn't be where we are without ServiceTitan.”

 BROOKE KELLER
CSR, BRYANT ELECTRIC

“The ability to create custom rules and control which plans are offered in the field have been a great way to merge ServiceTitan's financing integration with our existing rules rate sheet—the two work in unison.”

 JOSH CROUCH
DIRECTOR OF CUSTOMER CARE, PROFESSIONAL SERVICES

“ServiceTitan gives us the modern tools we need to work more efficiently. We're saving up to 3 hours a day on routing, scheduling, and communicating with techs in the field.”

 BRITTANY GROSE
INTOWN PLUMBING

“The Live Chat service option is great because I can easily have a staff member get in touch that way. With other software, we were told we would receive a call back within the hour, but then we'd get a call from someone who didn't know what our problem even was, and then they couldn't solve the problem anyway and had to set up a separate appointment to discuss it. With ServiceTitan and the Live Chat feature, I can get answers so much faster — it's real time solution to the problems.”

 JULIANA
CACCIA PLUMBING

TRUSTED BY





91

Total Customer References

VIEW ALL REFERENCES

ABOUT WORKWAVE



WorkWave empowers service-oriented companies to reach their full potential through scalable, cloud-based software solutions that support every stage of their business life-cycle. At WorkWave, they think about business the way you do. They know that for service-oriented companies, there are many steps of your business journey - from signing new customers, delivering service in the field, to invoicing, and everything in between. they also know that gaining new customers requires even more: brand awareness, digital marketing and lead generation.

Featured Testimonials

“The great thing about PestPac is it doesn't matter what size company you are or where you're at in your business; the tools and resources are there for you. As you go forward, you choose your destiny.”



GREG PETTIS
OWNER, DOMINION PEST CONTROL, LLC

“[PestPac] is helping us make better decisions. It's helped us with our growth. It's helped us with managing our technicians and managing our expenses.”



NINA BEBE
ACCOUNTING/BENEFITS HERO, BLUE BEETLE PEST CONTROL

“WorkWave Forms are a valuable tool, being fully integrated with PestPac means a lot of redundant work went away & it's easy to manage – great job!”



BRETT SUMPTER
ARROW EXTERMINATORS

“I would highly recommend PestPac to anyone who's looking for a great CRM or wonderful software to help keep their business efficiencies, promote growth and, in the end, make you more money. They've been really great for us and we've really enjoyed working with WorkWave.”



SHARON ROEBUCK
INDUSTRY PROFESSIONAL, TRIANGLE PEST CONTROL

TRUSTED BY





213

Total Customer References

VIEW ALL REFERENCES

ABOUT SIMPRO



simPRO is a powerful job management software solution created by trade contractors, for trade contractors. If you're struggling with quoting multi-stage projects, managing inventory, communicating with technicians, or any other areas of your workflow, simPRO provides a streamlined platform to address your pressing challenges all while helping you increase productivity and profits. More than 120,000 field service professionals in the commercial and residential spaces trust simPRO for workflow management. simPRO is a top-rated choice in the industry due to helpful customer support, thorough implementation process, and consistent software updates that are tailored to customers' needs.

Featured Testimonials

“For a service industry business, I would say that simPRO covers all areas of the business that you would ever need it to. By integrating it with your accounts package, the two platforms really are all you need to keep all activities within one place.”

PETER FARNELL
DIRECTOR, KNIGHT SYSTEMS

“As our business began to grow and projects became more complicated, we knew we needed a system to help us stay on track. simPRO does the heavy lifting & keeps us organized. It didn't take us long to know that simPRO is exactly what we needed. I knew what the competition was offering, and it was a no brainer to choose simPRO.”

BOB SYNDER
PRESIDENT, DIGITAL COMMUNICATIONS SYSTEMS, INC.

“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. Since implementing it, my profit margins have increased over 10% (that magic number we all need to grow by) in just the last year.”

FRANK BAUER
CHIEF EXECUTIVE OFFICER, PROGUARD PROTECTION SERVICES, INC.

“The best thing is the job tracking. From placing the job on the system to tracking the jobs and invoicing the jobs, and then seeing the invoices get paid and having that confirmation. That has been the best thing about it.”

PAUL
OWNER, CITYFIRE & ELECTRICAL SERVICES LTD

TRUSTED BY



2022



SUMMER 2022
Field Service
Management Software
Category

TOP PERFORMERS



73

Total Customer References

VIEW ALL REFERENCES

ABOUT COMMUSOFT



Commusoft is an all-in-one job management platform used by thousands of trades businesses in the US, Canada, and UK. The solution is designed for both commercial and residential companies looking to transform their job management, close more sales, and chat with their entire team. Client suggestions are at the heart of their product roadmap; which allows them to grow with their customers. They also offer powerful integrations to Quickbooks, Gmail, Stripe, and many more. Commusoft clients thrive with their dedicated customer database, scheduling system, invoicing and mobile platform, and so much more. Clients are empowered to organize their unique operations, increase productivity, and boost profits. They understand field service. That's why Commusoft is flexible. With unrivaled customizations and automation; you're in the driver's seat with Commusoft.

Featured Testimonials

"I can't say nice enough things about Commusoft. It made us grow up and actually think about what we really want. The system allowed us to do and experiment different ways to do processes and be able to change on a dime."

MARY-RACHEL
OFFICE MANAGER, VOITY ELECTRICAL

"We capture over 60% more services now than we did before. Commusoft is a big player; it really puts it all together for us, and without it, genuinely, we would be lost."

GURMINDER JASSAL
DIRECTOR, G JASSAL AN ALL TRADES COMPANY

"We've quadrupled our workload, but we've only doubled our workforce; this is because of all the features Commusoft offers... The beauty of Commusoft is that it's a completely scalable solution."

PHIL MULVENNA
MANAGING DIRECTOR, PREMIER HEATING SOLUTIONS

"This software is enabling our day-to-day processes to run smoothly... we've been able to leap forward instead of taking one step at a time."

HATTIE HASAN
FOUNDER, THE REGISTER OF TRADESWOMEN

TRUSTED BY





87

Total Customer References

VIEW ALL REFERENCES

ABOUT JOBLAGIC



Joblogic's mission is that of consistent progress. Whatever your maintenance industry, our field service management software offers a full complement of features that will simplify your workflows and eliminate all major obstacles. Joblogic helps you to bypass your competition by achieving optimal productivity and increased profits. You will no longer have to use a variety of systems to handle business commodities. Our company helps to streamline your operations in every way possible to eliminate the challenges you face on a daily basis. With job management software, you take on a great new range of capabilities to modernise the processes of 21st-century FSM companies. You will see staff productivity increase, communications improve and goals met with our mobile workforce management software. Joblogic Service Management Software enables businesses to take the next step towards ...

Featured Testimonials

“Live updated Planning & Predictive Scheduling for the field service engineers was critical for our operations and client delivery. The Joblogic Scheduler has already provided us with this platform and brought massive efficiencies to the planning and management of logistics. The Customer Portal was also key to providing a live conduit for our customers and clients and we were able to provide this and ensure our clients could easily access their data. We could provide this service easily with minimal training and disruption. Joblogic's customer portal is by far the best I have worked with, all our clients have been complimentary and very impressed with how it's been working for them.”



RICHARD ROYAL
GENERAL MANAGER, KERSHAW MECHANICAL SERVICES

“Joblogic has saved us both time and resources by allowing us to schedule jobs and allocate them straight out to our field engineers. They don't have to return to the office and they can accept jobs through their phone on the mobile app.”



ANDY GOMM
BUSINESS DEVELOPMENT MANAGER, WALL-LAG LTD.

“Thanks to Joblogic we can drill down easily on jobs and quotes. The software also links easily to accounting software, which reduces a lot of the information needing to be input manually.”



JULIE PICKIN
OFFICE MANAGER, VIGIL FIRE & SECURITY LTD

“Joblogic has helped us streamline our accounts and invoicing and allows us to update customers in real-time. The reporting helps us to identify trends to allow us to provide solutions for our customers, as well as help us reduce costs.”



CHRIS ELAND
OPERATIONS MANAGER, FLOW-RIGHT

TRUSTED BY





60

Total Customer References

VIEW ALL REFERENCES

ABOUT KICKSERV



Kickserv is a simple online service software that integrates with QuickBooks. They provide a full CRM solution for a service company to manage all employees on a single calendar. They allow you to create estimates and send them to customers and set follow up tasks. Once accepted they are scheduled and completed and sent to QB's so you don't have any double entry.

Featured Testimonials

“Love this program. Makes it easy to keep track of my jobs and customers. Billing and collection of work is very easy through the program.”



STEVEN DAIGLE
PRESIDENT, DRAGONS ELECTRIC

“Easy to use and can plan the day the week or the year out with this software. Can easily email an invoice to a customer and get paid online by the customer. We can see where our technicians are and can keep extensive notes on a project for future visits.”



LORA CROW
OFFICE MANAGER, ACTION ROOTER SEWER AND DRAIN LLC

“I like that I can get customer support when I need it. Once you learn how to use it, it's very easy to use and the estimates and invoices look very professional.”



LORI THOMPSON
OWNER, SEAL TEAM ONE NORTHWEST

“Kickserv has played a huge roll in the success of my new business. It was easily customizable to fit my specific needs. The price is right, it is easy to use and the site has been very reliable.”



CHRIS CHERNEY
JUNKMAN

TRUSTED BY





49

Total Customer References

VIEW ALL REFERENCES

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.

Featured Testimonials

“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

“Our technicians attach photos and signatures to customer records on every job. This is the 1 reason I like RazorSync.”



JOHNNY KINCAID
OWNER, DEMBOIS LANDSCAPE MANAGEMENT

“Finding RazorSync was one of the best things that ever happened to my business. RazorSync allows me to do what I need to do at a cost I can afford with just starting my business. The support is excellent, and they are constantly adding new features and always help me out even though I am just a very small customer.”



STRONGHAMMER APPLIANCE REPAIR

“I have spent the last few months searching for a field service management application that was easy to use and cost effective. I found RazorSync a month ago and have been extremely happy with it. Customer service is unsurpassable, and the application is very customizable to our workflow.”



WEBB PLUMBING, HEATING & AIR

TRUSTED BY





134

Total Customer References

VIEW ALL REFERENCES

ABOUT SERVICEM8



ServiceM8 is a field service management app which empowers small businesses 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.

Featured Testimonials

“The service industry all over the world severely lacks communication with customers. With ServiceM8, I can SMS my customer to remind them of their appointment with “ROB”, and tell them to notify us via our office number if anything changes. Plus, I can send another SMS notification when “ROB” is 15 min away. Customers are amazed at being kept informed.”

ROB HORE
JIM'S PEST CONTROL

“This system entirely runs my business from start to finish and makes life very easy. Amazing app, features and great tech support. Have recommended it to many and will continue to do so.”

SHEM MANKEY
CLEAN FIX MOW

“ServiceM8 has moved us a long way from the days of paperwork and spreadsheets. Our technicians can now view their jobs for the day and be updated whenever our office staff add more jobs to the list.”

PETER BOWERS-DAVIS
INTEGRUM SERVICES

“Easy to use, easy to keep track of jobs and customers. Fantastic way to keep track of jobs and keep people honest with a record of everything associated with the job in the diary.”

FRANCO PREO
FRESH AIRE CARPET CLEANING

TRUSTED BY





44

Total Customer References

VIEW ALL REFERENCES

ABOUT MHELPDESK

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.

Featured Testimonials

“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 staright from mHelpDesk, without having to pick up the phone.”



DINO LOLLI
OWNER, SOFT EDGE SOLUTIONS

“After implementing mHelpDesk, we had an instant customer database. We had instant dispatching, we had instant calendar view of all upcoming jobs, we had access to customer job history, we had customers that were simply impressed by how we were running our business.”



SCOTT BRENNAN
ALTERNATIVE AIRE INC.

“Now that we're using mHelpDesk in the shop and on the road, every customer goes into our database, all our technicians have visibility to the calendar for scheduling new calls, payments are collected in the shop and onsite, the export tools let me synchronize mHelpDesk activity with my QuickBooks Desktop for my accountant, and the reports let me know who's doing what.”



GLEN HACKLER
COMPUTER GUYS OF ORANGE COUNTY

“The mHelpDesk support team responds to my requests ASAP and solves most of the problems we report. They're very friendly and they've been very patient with us. mHelpDesk makes it a lot easier to manage information and helps us keep all client, staff and work order related information in one place rather than haphazardly scattered in multiple locations. It's also great for keeping track of your employees' job locations, performance and work load for both past and present work.”



SHAHRAN CHOWDHURY
AGNI SYSTEMS LIMITED

TRUSTED BY







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.

39

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Our organization has purchased multiple software from BiznusSoft Field Service and HR and we are absolutely thrilled with their platform and customer support! The software is fantastic: it's user friendly, has helped us get well organized, analyze large volumes of data, customize reporting, etc. We will definitely be recommending them to our business partners and using them for our future/additional software needs.”

 BRITTON GIBSON
PROJECT COORDINATOR, PV PROS

“The BiznusSoft Field Service team was great to work with. They worked diligently to understand our business model and were committed to rolling out the project successfully. Using Biznussoft Field Service, we have gained efficiency in sales and operations and I highly recommend the solution for any service organization.”

 GREG BELL
CEO/PRESIDENT, THE DOOR COMPANY

“To streamline our reports, orders and inventory as well as add employee accountability, we implemented BiznusSoft Field Service. We're impressed with the quality support and our field technicians were able to start using their tablets quickly and easily. The software is user-friendly, and we love that all the information we need is compiled all in one place. We look forward to working with BiznusSoft to add further functionality in the future.”

 PAUL CURRY
PRESIDENT, BAY STATE TEXTILES

“BiznusSoft team is very helpful, they did a fabulous job, and they are definitely good at teaching. The most appealing feature for us is the ability to customize the system, we like the platform and BiznusSoft's commitment to make it a success. The new system is the best one we have ever had.”

 MIKE EGAN
CHIEF EXECUTIVE OFFICER, BONAFIDE SECURITY SOLUTIONS

TRUSTED BY





98

Total Customer References

VIEW ALL REFERENCES

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.

Featured Testimonials

“Compared to our previous systems, we’re comfortably handling a higher workload, without requiring any more administrative employees. Everything is connected and integrated, people can call up a contract and see its entire history, right from their desk. We’ve never had that capability before, and it’s made a huge difference.”

ANDY NORRIS
IT MANAGER, SAFETELL

“The ability to customise reports to draw all the data together and then select the specific information you require has ensured that you can always access what you need, when you need it.”

ANDREW WALLACE
IT MANAGER, MARTIN AEROSPACE

“What we liked best about the Eagle solution was that it was one system that could solve the needs of two distinctly separate business units.”

RUSSELL BAILIE
MANAGING DIRECTOR, BAILIES COFFEE

“Every business decision is based on hard factual data and every bit of data comes from EFACS. For example, we are currently in the process of evaluating a new piece of plant equipment and comparing it against past metrics. Those metrics come from EFACS. The new performance data will also be captured and measured by EFACS so EFACS will be a critical tool for deciding whether we will get the required Return on Investment (ROI).”

BILL TIMPSON
MANAGING DIRECTOR, HARLOW GROUP

TRUSTED BY





ABOUT FIELDPOINT SERVICE APPLICATIONS, INC.



Fieldpoint Service Applications, Inc. provide a solution that addresses the challenges enterprise field service management face today. They are a customer-focused company and their goals are to decrease costs, improve efficiency and optimize operations for their clients. With 16 years of software development and implementation experience, they pride themselves in having the domain expertise to be able to give their clients a superior product feature set, multiple integrations and the ability to build customizations specific to operational strategy. They strive to help organizations augment new revenue streams, and increase their ROI. With hundreds of customers and thousands of users in several verticals, they are one of North America's leading field service software providers.

36

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“We have found the Fieldpoint product to be very flexible and able to mold to our ever changing needs. The service management system integrates to our sales tax automation and provisioning / circuit inventory tracking systems. It handles complex invoicing for recurring billing of parts and labor.”



THOMAS SWAYZE
CHIEF TECHNOLOGY OFFICER, NETFORTRIS

“The Fieldpoint solution, complemented by the mobile app, has given us an improved ability to process field activities in real time and has made us more efficient. It also has allowed a reduction in billing errors. Through these two areas, we have reduced accounting time spent on invoice error correction, and have reduced the time between activity completion and invoicing. Furthermore, through the use of the mobile app, we can capture more data than previously capable, allowing for improved business analysis, and ultimately more informed decision making.”



MARTY RESWEBER
IT DIRECTOR, AEGIS CHEMICAL SOLUTIONS

“Since integrating Fieldpoint's project management software and field service system into our Dynamics GP environment, we've seen marked decreases in our installation project completion times, billing and tracking costs. Fieldpoint's field service software keeps everyone aware of upcoming deliverables and has improved resource allocation among teams across the UK.”



EMMA PANTER
OPERATIONS MANAGER, MCCUE CORPORATION

“With Fieldpoint Service Applications we have been able to fulfill our mission statement of providing legendary services to our customers. Fieldpoint's Field Service Mobile App allows our Engineers the ability to provide 'real-time' service call updates. The tools have greatly enhanced our Engineers' utilization and productivity. With the Microsoft Dynamics GP and Fieldpoint integration, we are able to produce accurate invoices to our customers within a day of completion of the service incident, and in many cases the same day.”



JIM JONES
VICE PRESIDENT OF ENGINEERING SERVICES, EVOLVTEC

TRUSTED BY





38

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT GEO

Geo

Geo is an expert job scheduling and workforce management solution for all mobile workforces. They provide easy to use job tracking software systems that make running your field sales or service business simpler and more profitable.

Featured Testimonials

“Geo’s software is very simple to use, and with the job templates, it’s easy for us to quickly pull the right type of job up. After we enter the details for the job, it automatically sends an alert to the officer’s phone. It’s really their lifeline.”



DANIEL HADFIELD
TEAM LEADER, AUCKLAND COUNCIL

“GeoOp has made it much simpler and quicker to do the payrolls and contractor invoices, and the integration with our accounting system has made billing our clients much easier.”



GERRY CHOFFLEY
MEDINA CARE

“Job tracking obviously has huge importance to us. Due to the nature of our business, it is paramount to know the estimated time of arrival of our staff and vehicles. It enables us to give our staff the duty of care they need for their safety. In the event of an emergency or robbery we are now able to get the help to the precise location very quickly thanks to GeoOp. Before GeoOp, we would not know the location of our staff unless we bothered them with phone calls and even then it would not be very accurate.”



JOHN WALKER
OPERATIONS DIRECTOR, WACS SECURITY

“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

TRUSTED BY





ABOUT MSI DATA



MSI develops a suite of cloud-based enterprise, scheduling and mobile software that world class service organizations rely on to automate repair, preventive maintenance, inspections, scheduling, service agreements, parts, assets and other critical field-driven business processes. MSI replaces paper, spreadsheets and other disconnected business processes with highly efficient, end-to-end processes through the combination of mobile technology for field workers and ERP, CRM and accounting systems integration. MSI cloud-based field workforce automation software is easy to acquire, easy to deploy and delivers rapid return on investment.

42

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Service Pro allows us to have good visibility of what each branch is doing so we can have clear processes and procedures. We also have a mechanism to evaluate each branch against one another, which is a great tool that we didn't have before.”



JACKIE HANEY
DIRECTOR OF OPERATIONS, WAUKESHA-PEARCE INDUSTRIES (WPI)

“With the implementation of the new MSI software and the time savings that we are seeing, our supervisors can make better use of their time, for instance by performing field safety checks.”



CHUCK SCHUMACHER
DPW OPERATIONS AND DISPATCH MANAGER, CITY OF MILWAUKEE

“Service Pro delivers more features than we use right now. We may need mobile capabilities in the future as our business model evolves. Right now our machines consist of about 3-4 components. The newer systems we're working on are more complex with about 20 components. For example, we're selling a system to the carnival industry that requires regular software updates, monthly data plans, and yearly billing. We have all that set up in Service Pro, so we stay on top of it.”



JOE LAW
VICE PRESIDENT, AMERICAN CHANGER

“The admin's job has changed a lot. They've gone from entering information to checking over the work and verifying that it's correct. With MSI, the tech can enter his time, labor, notes, inspection forms, etc. through the Service Pro mobile app.”



MARK CONDON
ACCOUNTING MANAGER, SHORELINE POOLS

TRUSTED BY





47

Total Customer References

VIEW ALL REFERENCES

ABOUT PRAXEDO



Praxedo is a dynamic and innovative software editor based in France. Their flagship product, Praxedo Mobile, is a SaaS work order management platform connecting dispatchers and field staff through their mobile devices. Over 100 customers representing 7 millions work orders to date already trust Praxedo Mobile to optimize their workforce productivity, reduce paperwork and ensure comprehensive traceability.

Featured Testimonials

“Praxedo has enabled us to shorten our customer invoicing deadlines by roughly 10 to 15 days, since we now receive completed work order reports in real-time and can process them as we go. The other advantage is that our average payment collection times have been shortened and allow us to better secure our cash flow.”



VALÉRIE DESBIENS
DIRECTOR OF MAINTENANCE & SERVICE CALL DIVISION, NEOSERVICES INC

“Praxedo’s solution allows us to easily identify and send the right technician to the right place, at the right time, in just a few clicks.”



ADRIEN WICKER
IT SERVICES, CHEMET GLI

“Using Praxedo has improved our productivity by 20% for some administrative tasks... We are also able to more accurately track our technicians’ time, which allows us to reduce time spent on payroll management.”



MATHIEU ST-ONGE
DEPUTY DIRECTOR, OPERATIONS AND FINANCE, INTELGEST

“Because the application is connected to an RFID chip reader that’s installed in each truck, we can automatically load data into the Praxedo application to accelerate delivery of customer reports and billing times. It’s a real competitive advantage in our market.”



FABIEN DELORY
CHIEF EXECUTIVE OFFICER, MOULINOT

TRUSTED BY





ABOUT SMART SERVICE



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.

34

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“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 HUSSEL
PRESIDENT, CHIMNEY DOCTORS

“I love this system! I like how easy it is. I love how we are able to personalize it according to our company.”



SHANTELL ARNOLD
COOPERTOWN SERVICES

“We chose Smart Service because of the full integration with QuickBooks.”



JULIE WARTHE
EMPIRE YARD SERVICES INC.

“You can tell that whoever wrote Smart Service has a lot of knowledge about the service industry. You guys didn't leave anything out.”



MIKE ANNUNZIATA
EMPIRE POOLS

TRUSTED BY





ABOUT VISTAVU SOLUTIONS



VistaVu Solutions is one of the leading SAP ERP Cloud providers in North America. They are a fast moving fast thinking tech company working with some of the latest technologies. VistaVu leverages the experience of its people, and the results of its successfully proven processes to bring industry-driven, user-focused and mature business management solutions to companies across North America, helping them RUN GREAT.

65

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“The biggest advantage of the system is that Hines Industrial can accurately bill time & pay our employees from the same data input, easily analyze data, access backup documents and handle growth efficiently, scaling without adding additional administrative overhead. We are able to work from anywhere and have access to everything in real time. We have successfully achieved an efficient, virtually paperless finance and accounting department.”



LINDA WORDEN
CHIEF FINANCIAL OFFICER, HINES INDUSTRIAL SITE SERVICES GROUP

“FieldVu Express is the ideal hybrid solution – providing good customer support at a cost-effective price point. I can't say enough about the VistaVu Solutions team – they are outstanding.”



MATTHEW MCARA
OWNER, CARIBOO OUTDOOR DISTRIBUTORS

“Awesome and knowledgeable bunch of people. They help me with all my tickets whether it's learning how to administratively use the product, create reports for me, troubleshooting quirks and suggesting edits to reports - all in a timely manner with a kind gesture.”



RIKI IWASAKA
SENIOR ACCOUNTANT, MATTERNET

“There are too many tasks and solutions requested of and delivered from VistaVu to write about just one. VistaVu's concerned and responsive associates have helped my company through many business migrations and have always assisted with requested customizations. Thank you to everyone at VistaVu!”



GAIL KISTNER
CONTRACT ADMINISTRATOR, ALLIED UNIVERSAL

TRUSTED BY

KOENIG & BAUER

