

Field Service Management Software Category

SUMMER 2025 Customer Success Report







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.



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.

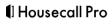
2025 Customer Success Awards

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

































































* Companies listed in alphabetical order









ABOUT ACUMATICA



Acumatica is a leading provider of cloud business management software that empowers small and mid-size businesses to unlock the potential and drive growth. Built on the world's best cloud and mobile technology and a unique customer-centric licensing model, Acumatica delivers a suite of fully integrated business management applications, such as Financials, Distribution, CRM, and Project Accounting, on a robust and flexible platform. In an interconnected world, Acumatica enables customers to take full control of the businesses, play to the organizations' unique strengths, and support to clients by following them anywhere on any...

TOTAL CUSTOMER REFERENCES



FEATURED TESTIMONIALS

Acumatica helps us keep track of those requirements around our workers because they are seasonal, and they do come different times throughout the year. The automation we have now means there's less extra work to make sure their information is still correct, making it easier to keep our payroll in order and accurate.

LILLY ESTRADA

■ We asked Acumatica to automate time tracking for people working in the field. They listened and delivered the Acumatica Project Accounting Suite that allows us to accurately track project profitability.

CHARLES HUTCHINSON

From being able to enter orders and production information directly in the field, to minimizing travel time, saving on vehicles, saving on fuel, there's a lot of things Acumatica will make a big difference with.

JIM LIEFFORT DIRECTOR OF PLANNING & IT, IMG ENTERPRISES

Acumatica is continuously innovating so we can do what we do best, which is saving lives.

KELLY WHITE















ABOUT FIELDEDGE

Field**Edge**

by **xplo**i

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...

7/5

TOTAL CUSTOMER REFERENCES



FEATURED TESTIMONIALS

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

If 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

■ 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

II love the versatility of the FieldEdge software. We have multiple people in the field and they can all take and schedule calls on the go.

MICHAEL DAVIS
OWNER, HOT HEADS COMMERCIAL KITCHEN REPAIR















ABOUT HOUSECALL PRO

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,...

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TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

In 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
CFO, VAPT VUPT IANITORIAL

HouseCall Pro is, without a doubt, the best all-in-one solution, and it's only getting better. I love HouseCall Pro and it comes with my highest recommendations.

KENNETH NICHOLAS
SCIENCETELLERS

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

If you're looking for an easy, affordable and effective program to help revolutionize your business, HouseCallPro is the program for you.

LANCE BLACKFORD
OWNER, ATLANTA FIREPLACE SPECIALISTS











AIR AMERICA





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.

195

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

**All of those efficiencies really add up to make Jobber easy to use for both our office staff and our tradespeople. Jobber is effective for our industry, and does what it does well. **

JOHN GRIMES

**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 FOUNDER & CEO, MOTIVATED MAIDS The best thing about Jobber is being able to see everyone's schedule all at one time. With Jobber everything that you need is just right there in front of you.

LINDSAY FRANKLIN
OPERATIONS MANAGER, NEATFREAK CLEANING

I use Jobber for all of my billing and scheduling needs. Jobber has been extremely helpful in keeping my business organized and up-to-date.

KIRK BROWN
PRESIDENT, KIRK'S LAWN CARE















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.

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TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

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

••• A great way to keep organized. Keeping track of jobs is easy. Setting the status of jobs helps get the jobs done faster, and more efficiently.

SPENCER OBORN
RELIANT ELECTRICAL SERVICE

User Friendly and easy to train on I like how it is detailed and doesn't leave things open to interpretation. The customization of the system is powerful but not over the top Support is just a click away.

ALBERTO LOPEZ
PARADIGM MECHANICAL CORPORATION

■■ Easily deployed service software for a company of any size. Product catalog for field techs, easy to use dispatch grid. ■■

AJ BAGWELL
AXIS WATER TECHNOLOGIES















ABOUT SERVICEPOWER



ServicePower is an award-winning Al-powered field service management solution and has been recognized as a Visionary leader six times in Gartner's Field Service Management Magic Quadrant. It enables delightful, transparent, and timely field service experiences for customers, while delivering significant operational efficiencies. Trusted by organizations around the world such as GE Appliances, LG, Hisense, and AlG, ServicePower provides the only SaaS platform that helps companies efficiently manage both employed and contracted workforces. ServicePower customers achieve results such

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TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

II Since implementing ServicePower more than a decade ago, our scheduling process has become significantly more efficient. We've seen a dramatic improvement in response times and daily job completion rates, which has led to a consistent increase in resident satisfaction. ServicePower has given our planning team the tools to schedule maintenance for Hillcrest properties in a productive approach.

JAMES THOMSON HEAD OF HILLCREST MAINTENANCE, HILLCREST MAINTENANCE

**What I like about ServicePower is the ease of use and the focus on great outcomes. Their tools make the engineers lives easier and allow us to make promises to the customer that we are confident about keeping. **

ANDREW KEATING
GROUP SERVICE DIRECTOR, BDR THERMEA GROUP

**I ServicePower's Schedule Optimization has been a game changer for us through the years. Its automated Al-based scheduling and real-time adjustments improves our workforce productivity and customer satisfaction every day, with every customer interaction, resulting in increased profitability for the organization.

JACK BRADSHAW
PRE-JOB PROCESS, SIEMENS

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

BILL LANGE
FIELD SERVICE OPERATIONS AND STRATEGY, LG
ELECTRONICS USA

















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...

627

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

••• We've seen an improvement in efficiency within every department of our company. Our field staff is reporting a savings of over ten minutes of administrative time per appointment. They also appreciate how user-friendly the software is. Actual phone calls to dispatch have been reduced by about 75% due to the SMS communication feature, as well as the real-time updating between field and office. CSRs are reporting that booking...

MATT BERGSTROM
OWNER, THORNTON & GROOMS

ServiceTitan Payments has made things so much easier for us. From check processing in the field to credit card refunds directly in ServiceTitan, it makes for a seamless payment process from start to finish.

GOLD STAR SERVICE

IThe 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

**We were printing work orders and using a paper price brook.

Then we rolled out ServiceTitan with the office and the field all in the same day. We were blown away and haven't looked back. **I

GOOD'S ELECTRIC















ABOUT SIMPRO



Simpro is a global leading provider of business management software for the trades and services industry. Since 2002, Simpro has developed a range of solutions to help businesses work smarter, provide exceptional service, and maximise their profitability: - Field Mobility - Workflow & Automation - Project, Service, Maintenance Management -...

292

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

**Simpro requires three-quarters less duplication of information, which immediately saves the office and field teams around 25% of the time they spend on entering and compiling data.

VICTORIA SKEAT
PROJECTS DIRECTOR, GOSS ENVIRONMENTAL
COATINGS

■ We had eight field technicians when we implemented simPRO, and we now have 21. We're able to manage the increased amount of work without needing to increase our office staff. ■

REBECCA BAFFREY

Any serious accountant will want to partner with simPRO. They provide great value for the cost, and are proven to help field service businesses run efficiently and scale in a controlled manner.

MATT FLANAGAN APPACUS

We get more positive feedback from the Simpro platform from our office and field staff than any other software we've used previously.

TODD RANKIN
VICE PRESIDENT OF OPERATIONS, ALARMOUEST

















ABOUT SYNCRON

Syncron empowers the world's leading manufacturers to maximize product uptime and deliver exceptional after-sales service experiences, while driving significant revenue and profit improvements. time-to-value, Syncron's award-winning, cloud-based service parts inventory, price and uptime management solutions are designed to continually exceed customer expectations.

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

■■ The benefits from using Syncron, just to name a few, would be increased efficiency and consistency in pricing practices and strategies, great efficiency in pricing alignment, and price optimization, less dealer assistance requests, which helps us in being more strategic in our pricing practices and strategies. And lastly, and most importantly, using current technology that is cloud based and can be easily updated.

MARSHA PARAMORE

Syncron's user-friendly system design, combined with their great support organization in Japan give users a well-rounded customer experience.

SENICHIRO KONDO

SERVICE DEPARTMENT, TOYOTA INDUSTRIES

Syncron helped us lower inventory costs, reduce cycle times, increase parts sales, and maximize profits, while also improving supplier relationships and delivering exceptional customer service.

MOHAMMED SADEQ ABDALLAH

Syncron is not only software. The company functions as business consultants in supply chain and we're able to leverage solutions and use cases.

JIRI VORLICEK















ABOUT TRUECONTEXT



TrueContext is the global leader in field intelligence. The platform's field workflows and data collection capabilities enable enterprise field teams to optimize decision-making, decrease organizational risk, maximize the uptime of valuable assets, and deliver exceptional service experiences. Over 100,000 subscribers use ProntoForms across multiple use cases, including asset inspection, compliance, installation, repair, maintenance, and environmental, health & safety with quantifiable business

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Rogers and [TrueContext] filled a gap in the flow of information between our office and field staff. We currently deploy [TrueContext on smartphones and tablets in the field. We pre-fill some of the forms and send them directly to our workers' mobile devices, saving them time at the site.

BRENT ACKERMAN IT MANAGER, A-1 CEMENT CONTRACTORS

■ We wanted to make gathering data out in the field with customers, with our field employees, out on our job sites, dead easy. It had to be done quickly, had to be done efficiently, and it had to be done accurately.

JON BARR

■ When forms get submitted from the field, they are automatically saved as a PDF file into the home site file under the specific division, and the job number, making it easy to track the process and view notes, photos and everything else. ••

BEATRICE JEANNOTTE

Ease of use of a product is almost directly correlated to the quality of the product and how often it's going to be used effectively.

CHRIS STEVENS













ABOUT WORKWAVE



WorkWave delivers innovative software and fintech solutions to companies that keep the world safe, clean and beautiful. Partnering with over 8,000 customers worldwide, the leading lawn care, pest control, commercial cleaning and security guarding companies rely on its SaaS solutions to run and grow their businesses - everything from customer acquisition to mobile communications to billing and invoicing, and beyond. Backed by decades of experience, passionate teams, and strong commitment to its customers, WorkWave's vision is to empower the world's mobile service workers to build a brighter...

135

TOTAL CUSTOMER REFERENCES



FEATURED TESTIMONIALS

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

I would highly recommend PestPac to anyone who's looking for a wonderful software to help 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.

CHIEF OPERATING OFFICER
EASTSIDE EXTERMINATORS

**ServMan is the only service enterprise software that can adapt and scale to any size business, and it has the ability to customize to exactly how you want it. After 16 years, we have not outgrown any area of the software; that's just incredible. **I

PATRICK CONFORTI

us to reach a large market and stay connected with all of our customers, all while maintaining the family-owned business feeling we love.

EMILY MURPHY
CSR TEAM LEAD, KINGFISH PEST CONTROL



















ABOUT COMMUSOFT



Commusoft is an all-in-one job management platform used by thousands of trades businesses in the US, Canada, and the UK. The solution is designed for both commercial and residential companies looking to close more sales and transform their job management. 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...

80

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

If We have been using Commusoft for the past couple of years and find it very user friendly. It's great to be able to schedule jobs, have the job history in front of you when a customer calls, and to be able to create invoices in one software system.

Commusoft support is very helpful and always there when you need them.

LEE
DIRECTOR, CENTRAHEAT

Commusoft has allowed us to become more efficient. Real-time insight has proved a game changer. It takes us from being a small player, to a big player in the market.

DAVID ADAM COMMERCIAL DIRECTOR, AYRSHIRE TREE SURGEONS

•• Commusoft is scalable, so we can add technicians on at any time and we're up and running fairly quickly. It's a nice system and it will work nicely with how we're growing.

JOHN MCGREGOR
OWNER, MPH PLUMBING & HEATING

■ The system is very user-friendly, and any problems are quickly sorted by the using the help guides or via e-mail from Commusoft Support. ■

JDL ELECTRICAL SYSTEMS















ABOUT FERGUS



Fergus is an innovative cloud-based job management software built for plumbers, electricians and other trade businesses. Their mission is to take the pain out of running a trades business. Their software has been purposely designed to free up time and to grow trades businesses revenue. Their streamlined work processes reduce paperwork, while they clever back end works to plug any leaks and maximise profit streams.

69

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

If We have tried 3 other management tools and Fergus stands out as the winner by far. If you want something quick and easy to use on a phone it works great. Our favourite part of the tool is the quoting feature, as it allows us to add variations to the job and it all reports under the one job code love this tool.

AMELIA GRACE OWNER, GRACE PLUMBING

Fergus has brought all my projects into one dashboard. I'm not forgetting about jobs. Everything's in one place and it's easy to see what money is outstanding and what's been paid.

LUKE SMITH

CARPENTER/BUILDER AND OWNER, SMITH BROTHERS BUILDING

It's just amazing how easy it is to be able to invoice off a quote or charge up. What used to take a full day, takes me less than 2 hours now and it's so much more accurate as well, with no room for human error.

STEVE LUCZO
COMMERCIAL MANAGER, EZI-FLO GROUP

I've used it for a couple of years now, it is great and saves a lot of time. The guys with their feet on the ground have all mentioned how much better and streamlined everything is now.

FELIX

FOUNDER AND DIRECTOR, FLIX FLECTRICS

















ABOUT FIELDROUTES



FieldRoutes, a ServiceTitan company, is a Cloud-based and mobile SaaS provider for field service businesses. The platform automates all aspects of field service operations for enterprise and small business customers that span office management, advanced route optimization, payment processing, digital sales, marketing, and customer acquisition solutions that accelerate growth, streamline operations, increase customer retention, and maximize revenue.

125

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

■ FieldRoutes is a good fit for a larger company. If you want to do things in bulk in a very quick and efficient manner, and being able to audit that after you put everything on the schedule and you enter all of your sales, you can do a lot of that with just a click of a button. If you're trying to operate on a large scale, it makes it super, super easy to do that. ■

ZACHARIAH BOARDMAN
OPERATIONS MANAGER, HOMESHIELD PEST CONTROL

FieldRoutes would definitely help them not only to scale but allow them to use more programs and be able to be more savvy and knowledgeable.

JENNIFER CONCEPCION
HOLLENBECK PEST CONTROL

I FieldRoutes makes scheduling A LOT faster and allows us to have more streamlined communication with customers. Integrated credit card payments are also a time saver. Our techs enjoy the app. It is helpful for them to be able to see their routes on a map and make electronic notes to customer files. *I

TIFFANY ARDISANA
MANAGER, GOLDEN HILLS PEST CONTROL

FieldRoutes rode that fine line of making it really simple and having the key automation features we were looking for.

DALE HOSKINS
MANAGER ARMED FORCE PEST CONTRO















ABOUT JOBLOGIC



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...

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TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

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...

RICHARD ROYAL

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

**We moved into using job management software to improve the accuracy of our reporting and invoicing. Once we were familiar with these processes, we needed something that operated more dynamically and could provide us with the tools to present our data to our customers in a way that appeals to them. With each update, we are learning more about our own processes and... **I

STEVEN MELIA-CHAMBERLAIN
BUSINESS & FINANCE MANAGER, FARMWOOD M&E
SERVICES LTD.

**Joblogic has allowed us to stem this workflow into a manageable global system allowing us to continually grow without ever becoming overwhelmed.

PAUL MOLONEY

ASSISTANT GENERAL MANAGER & SERVICE MANAGER,

TRUSTED BY

Beechcroft













ABOUT KICKSERV

Kickserv by EverPro

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.

162

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

**Customer Service is very responsive! I have been using this software for a little over a month now and it is very easy to use and navigate. I also have the QuickBooks sync and it is beautiful. I've had to make adjustments in QuickBooks and the communication with Kickserv has worked great. I would recommend this software for it's ease of use and functionality.

PHILLIP EASTWOOD
PRESIDENT, TIPPING HAT PLUMBING

■ After trying other options we finally found Kickserv! They are the best with a staff that is always on the cutting edge and customer service that will blow your mind! You're making the right choice! ■

CRAIG BOYLE
BOYLE'S ALUMINUM AND SCREENING

**I Kickserv has been a great way to keep track of my customers and upcoming jobs. It is easy to sync with QuickBooks for billing and all of the material that I bill for. Their customer service has always been great.

TREVOR VARCOE

COMPLETE IRRIGATION SERVICES LLC

Kickserv is fantastic for our small, growing company.
Support is always at hand and prompt to reply. Features constantly are added to an already excellent product!
Thank you Kicksery!

MY SERVICE COMPANY

















ABOUT KLOUDGIN



KloudGin is a next generation Artificial Intelligence-based based complete Intelligent field service, asset & management software cloud solution helping companies of all sizes manage scheduling and service to cash process quotes, sales order, service contracts, projects, mobile work order management, automated scheduling, dynamic routing, time clocking, field expense management, fleet management, GPS asset tracking, global inventory and management, bill of materials, vendor management, and purchase orders. Also providing solutions for connected customer app, digital forms and executive analytics all delivered in the cloud to any mobile device, in one-place,...

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TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

■ With KloudGin, we've improved sales representatives productivity. KloudGin provides our sales and marketing teams with critical insights into retail execution in real-time. KloudGin brings information together from multiple systems so data isn't siloed in different departments or markets, but provides a true 360 view. ■

CHRISTINE PETERSON
DIRECTOR OF FIELD OPERATIONS, CALIFORNIA WATER
SERVICE COMPANY

**MoudGin has been a great partner for Hawaiian Telcom.

Because of the efficiencies gained in the field and in our call center, we met more appointment windows, had more capacity to pick up work, and met more of our commitments.

KERRY WON
DIRECTOR OF FIELD OPERATIONS HAWAIIAN TELCON

**I KloudGin has brought in a modern cloud and mobile based platform that was seamlessly integrated into our existing infrastructure and the team worked with us to develop a full end-to-end solution that we needed to effectively engage and retain our customers.

TARA LECROY
MANAGER, INFORMATION TECHNOLOGY, GAS

With KloudGin, we have automated Quoting, Service Contracts, Construction Projects, Purchasing, Mobile Work Order Management and Inventory, while integrating seamlessly into our Sage Intacct financial solution. *

JOHNATHAN GEORGE
GENERAL MANAGER, IWIRED



















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.

45

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

**We love using mHelpDesk because it has enabled us to close tickets and work more efficiently with mobile access and the ability to create tickets and invoices on the go. Before using mHelpDesk we were all scattered over town. We who we didn't know who customers were and what past issues they may have had without mHelpDesk.

MORELLE MCCRARY
RAM-TECH PC SOLUTIONS

••• mHelpDesk is hands down the PREMIERE service management app on the market. Prior to mHelpDesk we double and triple entered customer info, servicre calls and invoices into various spreadsheets and databases.

JEREMY NORMAN
COMPUTERDOC & ASSOCIATES

Now, with mHelpDesk, oue entire staff can work systematically and cohesively on every project we are faced with. It has presented a system of accountability, reliability, and organization that has helped streamline nearly every part of our company.

DAVID WALDY
COMPUTER PARAMEDICS

••• mHelpDesk makes it much easier to get work orders to our field teams. Their live chat feature is also helpful.

REBECCA HONE
HOWIE'S POWER-VAN















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.

49

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

I checked out quite a few field service management programs before choosing RazorSync. I didn't want to make a large investment up front before I knew the software would work.

PHIL WHITEFORD OMEGA FORCE

RazorSync saves us time; our field workers can stay in the field and do not have to come into the office to collect assigned work orders.

BILLY DAVIS
PRESIDENT AND OWNER, MIDSOUTH HOME SERVICES

RazorSync is very affordable for the huge benefits you receive. We've seen a 60% improvement in productivity in the field and new levels of organization in the office.

LEANNA OSBORNE
VICE PRESIDENT, OVERHEAD DOOR OF OTTUMWA

Since using RazorSync, the communication flow between the office and our field technicians has significantly improved.

JERRY BOND
PRESIDENT, AVALANCHE MECHANICAI











BUGS-B-GONE





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.

161

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

In 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

**Easy of use and it kinda makes sense to us Tradies.

New employees seem to pick it up very easily and they like using it. Adding multiple photos is SO easy. The sync with Xero is great also. **I

BEN VAN DER KOOY

In 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

The system integrates so well with MYOB that set up was easy. Once we let go of our old paper work system the ServiceM8 system is so much easier.

STEVE SHEEHAN
SGS AIR CONDITIONING















ABOUT WORKIZ



Workiz is the only field service management and communication platform for small-medium on-demand businesses in North America, built by and for field service professionals. Workiz is an easy to use web-based Field Service Scheduling Software designed to help your business get more organize and grow with simple tools to keep track of jobs, scheduling, invoicing, payments, technicians, and clients. With Workiz, paper invoices, sticky notes, and spreadsheets become a thing of the past and home service professionals focus more on increasing profit and growing their businesses...

126

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Thanks to Workiz, we've streamlined our processes, tagging items for notifications and automating tasks, ensuring our customers receive daily updates if they've reac.

RAYAH GILLILAND
DIRECTOR OF ADMINISTRATION, TULSA CHRISTIAN
BROS PAINTING

**Workiz has revolutionized how I manage Al's Awning Shop, seamlessly organizing scheduling, client communication, and internal coordination all in one accessible plat. **

ISABELLA BUTTERFIELD
AL'S AWNING SHOP

Workiz is simply awesome! It handles scheduling, job creation, and lead management seamlessly, ensuring our technicians are well-informed and our customers are satis.

KRISTINE TAYLOR

Best bang for your buck field service management software! No more pen and paper.

ANDREW KNICLEY
HVAC COMPANY OWNER ALL-AIR-SYSTEMS



















ABOUT BIZNUSSOFT



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.

42

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

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

■ BiznusSoft partnered with us to quickly roll out a complete Field Service Management solution which optimized our operations. We are extremely pleased with the implementation approach and Field Service solution. We highly recommend them. ■

SUNTIME ENERGY

In 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

BiznusSoft has worked hard to optimize our field service processes. We are excited to see how much we can capitalize with our new service managing processes in place.

ALISON YOUNGBLOOD
VICE PRESIDENT, DUFFIELD AQUATICS

TRUSTED BY







Duffield Aquatics, Inc.







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,...

110

TOTAL CUSTOMER REFERENCES



FEATURED TESTIMONIALS

Working with Exel and iomart has significantly eased the burden on our internal team. The transition was smooth, and the new cloud-based system has provided us with the security and reliability we needed. It has allowed us to focus on our core business while knowing that our ERP system is in good hands. We have seen a marked improvement in efficiency and performance, and we are confident that this partnership will continue to support our growth and technological needs. *

STEVE RICE

IT MANAGER, RADIUS AEROSPACE UK LTD

of working with a multi-company structure while retaining a single master database, touchscreen interfaces in the factory, better capacity planning, Business Intelligence dashboards—newer software would make all of this possible.

STEVE WILSON

**Il 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. **I

STEVE DAVIS

PRODUCTION MANAGER & IT DIRECTOR, G B KENT & SONS LIMITED

■ 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

















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...

38

TOTAL CUSTOMER REFERENCES



FEATURED TESTIMONIALS

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, EVOLVEC

**IThis is all about efciency and workfow, where we want and prefer our folks to be living in Fieldpoint as opposed to doing something in Fieldpoint, then doing something in WorkMarket, then doing something in a third-party customer portal. We've set up automation and integration layers such that they live in just one system.

JOHN WALPUCK
CHIEF FINANCIAL OFFICER & CHIEF OPERATING
OFFICER, CREATIVE REALITIES INC.

III 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 MCCLIF CORPORATION

**I By installing Fieldpoint field service software and integrated financials, we are now able for the first time to see a high-level picture of our business across all our projects, and drill down to the task level details.

MISSY CARBONNEAU
VICE PRESIDENT OF IT, BAILIWICK















ABOUT GEOOP



GeoOp is smart field service software that helps tradies run their business better. Create winning quotes, manage your jobs and bookings, job lists, staff calendar and availability and apps for your team in the field. GeoOp supports over 15,000 customers from all over the world, every day. Get started for free at www.geoop.com

46

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

■ 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

GeoOp keeps all present and past job details and photos on the cloud to allow anyone on my team to quickly access photos and customer notes / details, from anywhere.

THOMAS FELLOW
HISTORIC PLUMBING ALISTRALIA

**Choosing GeoOp for his mobile workforce management has proved invaluable. It's been one of the best business decisions I've made. It's enabled us to grow more rapidly since implementation.

CRAIG PROMNITZ

■ GeoOp replaces paperwork orders and phone calls with a simple app, and all I can say is that it's absolutely changed our business for the better.

GEORGE HIRES















ABOUT MOBIWORK



MobiWork is a software technology company specializing in smartphone and cloud based mobile workforce solutions, perfect for any business with employees in the field. It is a complete smartphone and cloud-based solution for your employees in the field, your office workforce, and your customers. MobiWork's business mobility solutions improve productivity, information exchange, and customer satisfaction.

89

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

If We have demanding requirements and need the highest performing software for our large-scale field service operations in remote areas with limited connectivity. MobiWork performs flawlessly, we are continuously impressed with the functionality, support, and performance.

ASHLEY DAVIS
SALES & MARKETING MANAGER, YALE LIFTING
SOLUTIONS

**We spent considerable amount of time and research to select a mobile workforce solution that would improve our field marketing operations.

MobiWork was the obvious choice. **

WALTER CUATTO
IT MANAGER, MANPOWERGROUP SOLUTIONS

If We have already saved several hundred-man hours in the office staff not having to send out daily emails to the technicians, and our technicians have saved hours in filling out daily forms without having to email. It's all automatic!

BRENT BOTZ
SYSTEMS INTEGRATION FIELD PROJECT MANAGER,
COLORADO DOORWAYS

MobiWork helped improve our field sales process, and that has been invaluable with streamlining all methods of sales orders, productivity, and visibility.

GENERAL MANAGER OF S.A. BALBICO















ABOUT PRAXEDO

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.

104

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

■ Out of all the mobile workforce management solutions put forward to us, we opted for Praxedo because of the solution's flexibility and modularity. Every single aspect of GLI's maintenance activities is now dealt with using Praxedo. ■

FRANCIS FRÊNE ADMINISTRATIVE AND FINANCIAL DIRECTOR, GLI INTERNATIONAL

**With 72 HVAC technicians in the field, customer requests were getting too complicated to manage without a specialized field service management software to help us. **I

PASCALE BERUBE
CONTINUOUS IMPROVEMENT COORDINATOR, AUBIN PÉLISSIER

**Praxedo helped us improve our responsiveness and reliability. With the electronic service reports that are instantly sent after each job is completed, we've been able to reduce our invoicing times from 5 weeks to 24 hours. **I

EMMANUEL CHAUVELIN
TECHNICAL SERVICES DIRECTOR, HENRY SCHEIN

Praxedo has paved the way for growth the overall productivity of our teams, in the office and in the field, has increased by almost 50%!

JONATHAN BERGERON
PROJECT MANAGER MGC NETTOYAGE















ABOUT SERVICE PRO BY MSI DATA



Service Pro by MSI Data enables field service companies to improve the efficiency and effectiveness of their field workforce. Focused on the enterprise, scheduling and the mobile worker, their core suite of highly configurable applications include Field Service Management Software, Technician Scheduling and Dispatching, GPS Mapping, Asset Management, Mobile Field Service and Mobile Inspection Automation. These applications are available as an integrated solution, or separately as building blocks to meet an organization's specific needs. Service Pro® software is rapidly deployed as a multi-tenant cloud application. Their mobile applications run...

50

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

We've been able to turn our work to cash in a much quicker timeframe and track our inventory and productivity at a much higher level. It was one of the best decisions CRA ever made.

DOUG

VICE PRESIDENT OF OPERATIONS, COMMERCIAL RESIDENTIAL ALUMINUM

It's amazing to be able to assign work orders between departments and make decisions to close them faster.

CHAD TICKNOR

DISTRICT SERVICE MANAGER, WAUKESHA-PEARCE INDUSTRIES (WPI)

Our technicians really loved switching to Service Pro for Vista because they always have 100% live visibility into what our dispatchers are scheduling.

DIRECTOR OF OPERATIONS NATIONAL HVAC COMPANY

■ The mobile software is easy to use and reference while in the field and hosts a wealth of information. ■

7ACH

FIELD OPERATIONS MANAGER, SYNEXIS













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.

73

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Inheir proven track record of exceptional service, friendly and knowledgeable staff, and their commitment to helping me fulfill my needs left me with no other choices. Countless times I've had problems that were beyond my experience. With just an email, I was able to get an immediate resolution.

BUSINESS SYSTEMS ANALYST, CARRINGTON FARMS

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

**VistaVu has been so passionately supportive throughout my experience working with them. It has encouraged me to actively seek more ways on how to optimize the business processes at my company with our use of SAP Business ByDesign. **I

REBECCA HERNANDEZ
APPLICATION SUPPORT SPECIALIST, KOENIG AND
BAUER (US) INC.

■ The VistaVu team has been consistently responsive and an expert in resolving various SAP ByDesign workflow issues related to inventory controls and supply chain transactions. ■

SUPPLY CHAIN ANALYST, AERIE PHARMACEUTICALS









