FIELD SERVICE MANAGEMENT OVERVIEW

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 don't 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** is affected by:

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

**Market Presence Score** is affected by:

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

**Company Score** is affected by:

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

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### Customer Success Report 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.
2019 Customer Success Awards
Check out this list of the highest rated Field Service Management software based on the FeaturedCustomers Customer Success Report.

MARKET LEADERS
Click, FieldAware, JOBBER, MapAnything, mHelpDesk, PRONTOForms, SERVICE MAX, ServicePower, ServiceTitan, simPRO

TOP PERFORMERS
ASTEa, FieldEdge, GoSpotCheck, Housecall Pro, EXEL, Repsly, Service Fusion, VONIGO

RISING STARS
BiznusSoft, Geo, mize, Connected Customer Experience, RazorSync, ServiceWise, Smart Service
ABOUT ASTEA INTERNATIONAL

Astea International is a global provider of software solutions that offer all the cornerstones of service lifecycle management, including customer management, service management, asset management, forward and reverse logistics management and mobile workforce management and optimization. Astea’s solutions link processes, people, parts, and data to empower companies and provide the agility they need to achieve sustainable value in less time, and successfully compete in a global economy. Since 1979, Astea has been helping more than 600 companies drive even higher levels of customer satisfaction with faster response times and proactive communication, creating a seamless, consistent and highly personalized experience at every customer relationship touch point.

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

Neil Johnson
Director of Technical Services, Fujifilm

“We found that Astea’s deep domain expertise, in conjunction with their robust solution, offered the breadth and depth of functionality, as well as the level of flexibility, that was the perfect fit for our organization’s needs. We also felt strongly that Astea was a company in which we could create a long-term partnership for ongoing service success.”

Julius Chepey
Chief Information Officer, APi Group

“We needed a flexible yet robust field service management and mobility solution that would not only meet our needs today but also provide a single platform that would support our ongoing growth and dynamic requirements. After an extensive vendor evaluation process, we selected Astea, as it was the only solution that could meet the broad...”

Leanne Branham
Vice President of Operations, Restaurant Technologies

“With a service management and mobile computing solution, Scientific Games has improved SLA compliance and increased completed service calls per day by almost 70%.”

David D. Douglas
Senior Director of Services Management, Scientific Games
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.

“I can’t say enough good things about BiznusSoft and being able to work with us and get us started.”
Clint Hoffman
Project Manager, Metercor

“When we looked at BiznusSoft’s ability and willingness to customize the tool for our use, it was an easy decision.”
Ron Stevens
Director of Global Customer Service, nLIGHT

“We always felt we were in good hands with the BiznusSoft team. The project ran on time and any issues uncovered during implementation were quickly corrected. They were always communicative and willing to help.”
Christina Lanham
Manager, E-Learning and Digital Services, Industrial Training International

“I’m super grateful that BiznusSoft Field Service was able to dedicate somebody that I could work with that is always available to help us to get to the next phase. I’m grateful for their commitment to us and not giving up, and I appreciate their willingness to grow with us, help understand our needs, and figure out ways to solve our problems.”
Kerriann Barkley
Director of Corporate Innovation, American Environmental Group
ClickSoftware is the leading provider of automated mobile workforce management and service optimization solutions for the enterprise, both for mobile and in-house resources. As pioneers of the "Service chain optimization" concept, their solutions provide organizations with end-to-end visibility and control of the entire service management chain by optimizing forecasting, planning, shift and task scheduling, mobility and real-time management of resource and customer communication.

108
Customer references from happy ClickSoftware users

VIEW ALL REFERENCES

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

Zlatko Zahirovic
Manager of Wireless Network Connectivity Eng., Bell

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

Steve Moore
Director of Operations, Unisys University

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

Alan Peacock
Area Manager, Vodafone

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

Brayan Ward
Director of planning, Direct Energy
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.

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

Don Mckenna
Managing Director, McKenna Group

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

Richard White
Business Development Manager, Doncasters Blaenavon

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

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

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

Paul Rivans
Business Improvement Manager, James Fisher Nuclear Limited
ABOUT FIELDWARE

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

“When looking for a field service automation system that could keep up with the company’s fast-paced growth, we found FieldAware a true mobile solution. FieldAware’s mobile app made field work simpler and faster and eliminated the risk of losing a job.”
Ronnie Evans
President & Chief Executive Officer, Builder Security Group

“We were doing pretty good before, but I feel like this has taken us a step up and made us that much better and will continue to enable us to be the best of the best at what we do.”
James Fawcett
President and Chief Operating Officer, Accent Building Restoration, Inc.

“Choosing FieldAware has made me a star with my company and has made everything easier across the board.”
Dave Reyes
Operations Manager, AC Mechanical

“The greatest thing is the real-time transfer of information. We used to have a lot of back-and-forth phone calls and e-mails, where we were spinning our wheels on one customer. Now we can access all of the information within FieldAware.”
Brian Varisco
Director of Quality Control, Pebble Technology International
ABOUT FIELDEDGE

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

“FieldEdge has revolutionized our company. Our technicians are generating far bigger tickets and office staff spends much more time generating new business.”

Aaron Collins
Service Manager, J&D Heating & AC

“FieldEdge has taken away all manual aspects of our billing process, and in turn, has saved us about 25 hours of labor per week. Now we can use this time to follow up on calls. We are happy we made the switch from our previous software!”

Michelle Behrendt
Director of Operations, Oak Electric

“FieldEdge has given us the tools to understand just where our leads and profits are coming from. We can run multiple reports and track much more now that it is allowing us to see where we can make improvements!”

Glen Renaud
Royal Oak Heating & Cooling

“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

61
Customer references from happy FieldEdge users

VIEW ALL REFERENCES
ABOUT 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.

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

Sandra Ng
Operations Administrator, CPC Solution

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

Bill Morris
Manager, Compass Gas and Plumbing

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

Steve Boardman
CEO, WASP Security

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

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

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

Zach Halpern
National Account Manager, Lorina

"By streamlining the data collection process at the store level, and providing a means of measuring and reporting, the GoSpotCheck mobile application has enhanced our ability to understand business performance like never before.”

Richard Holscher
Director of Strategic Insights, Delicato Family Vineyards

"GoSpotCheck is providing us with immediate insight into our business in real time.”

Anjali Sharma
National Education & Events Manager, T3 Micro

"GoSpotCheck connects all of the other divisions of the company it really does connect the dots.”

Brian Petrucci
Channel Sales Manager, Gerber
ABOUT HOUSECALL PRO

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

"My favorite part of HouseCall Pro is the communication with our customers. The feedback we've gotten is awesome. What that turns into is repeat customers and referrals."  
Grant Schoenberger  
President/Owner, Core Plumbing

"I've grown my business to a million dollars a year with HouseCall Pro. It works for us 24 hours a day keeping us organized."  
Robert Allen  
President/Owner, Dry-N-Clean Carpet Cleaning

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

"HouseCall Pro is amazing! It's simple, efficient, has amazing communication and marketing tools, and their customer service is TOP NOTCH!"  
Alex Sherman  
Owner, EcoFriendly Maid Service
ABOUT JOBBER

Jobber is an award-winning platform that helps small home services businesses organize their entire operations, from scheduling jobs and managing their crews, to invoicing customers and collecting payments. Unlike manual processes and single feature apps, Jobber’s platform streamlines and automates daily operations, replacing duplicate entry and repetitive tasks with tailored automation. Since launching in 2011, businesses using Jobber have serviced over 10 million people in more than 42 countries, delivering over $6 billion annually, and growing, in services to their customers. For more information, visit www.getjobber.com.

"Jobber makes it look like we’re nationwide. We have this awesome looking software that makes us look super professional and that’s all thanks to Jobber.”

G.L. Brown  
All-Things-Wood

"Jobber doesn’t overdo it, the software doesn’t give me so many features that it becomes complicated. Jobber has useful features that I actually need.”

Mark Baker  
Motivated Maids

“I put my confidence in Jobber completely on becoming one of the top softwares, they TRULY listen to their customers.”

Mark Stroman  
Turf Tenders

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

Edward Ramsden  
Edmonton Enviromasters

142 Customer references from happy Jobber users

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.

“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 its ease of use and...”

Phillip Eastwood
President, Tipping Hat Plumbing

“This program has totally organized our communication with all of our leaders. In a snap we can access all information on customers and future leads. We love it.”

Jim Warford
CWD Remodel & Windows

“Kickserv is the best business scheduling software! We are a midsize service company with over 10 service technicians. Kickserv has made it easy to schedule appointments and is user friendly. The ability to be mobile on tablets with real time between the office and the field is awesome. We have used several different scheduling programs and Kickserv...”

Chad Murray
CE, Master Services Inc

“Kickserv helps us manage the details so that we can focus on providing excellent customer service and running our business. If you own a service based business and want to make your life easier then give it a try!”

Stephanie
Miracle Method

140 Customer references from happy Kickserv users

VIEW ALL REFERENCES
ABOUT MAPANYTHING

MapAnything is a pioneer in Location of Things (LoT) software, enabling more than 2,100 global enterprises by combining location intelligence, integrated asset tracking, and route optimization to drive productivity and a better customer experience. MapAnything is a Salesforce Premier ISV Partner, a ServiceMax Strategic Partner, and a ServiceNow Technology Partner who has received IDC’s Innovator Award in Field Service for Manufacturing, and G2 Crowd’s Leader for Field Service Management and Field Sales Tools.

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

Megan Glynn
Director of Membership and Programs, Blue Star Families

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

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

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

Erik van den Hurk
International Salesforce Coördinator, Groeneveld International

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

Kristen Swann Podger
Sales Operations Manager, Parata
ABOUT mHELPDESK

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

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

Lance Jehn
President, Encompass Inspections

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

Howard Oven
Owner, H.O. Services

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

Dino Lolli
Owner, Soft Edge Solutions

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

Ryan Royal
Chicago Kitchen Services
ABOUT MIZE

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

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

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

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

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

ProntoForms is an enterprise-grade low-code application platform for the creation of field-focused mobile apps that handle multiple business processes. ProntoForms optimizes resource efficiency, accelerates corrective action, automates compliance reporting, and offers custom document outputs. The platform integrates with any system of record and triggers workflows at the touch of a button. Field-first mobile apps work offline, guide technicians through complex work and capture superior field data.

"Before, the process could take up to five days. Now, forms are dispatched to all of management via ProntoForms and the whole process takes an hour."
Christina Lindstrom
Health and Safety Manager, Obayashi

"By using ProntoForms for our field teams, we saved about $1.5M in atmospheric corrosion inspection costs."
Khaled Fustok
Senior Manager Gas Technology Strategy & Solutions, PG&E;

"ProntoForms’ additional capabilities expand the richness of the ServiceMax platform and will help drive better outcomes for our customers."
Jonathan Skelding
Vice President Global Alliances, GE

"Once the pilot testing was successful and we’d gathered feedback, we deployed to the whole of North America within six months."
Yamina Hibbard
Global Asset Manager, Halliburton

120
Customer references from happy ProntoForms users
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.

“With RazorSync I can run the entire operation from the field a benefit easily worth $120,000 a year in business, $30,000 to $40,000 in profit.”
Josh Stanley
President and Co-owner, Crystal Clear Water & Well Systems

“I have been happy with RazorSync since the first day of the trial. Whenever I have a question, someone is right there to help.”
Shayna Stanford
Office Manager, Glacier Heating and Air Conditioning

“One of our favorite features of the RazorSync application is the Service Item Reporting function. It itemizes all the service items used, a beneficial tool for materials management.”
Greg Showalter
Manager, Overhead Door of Ottumwa

“RazorSync is by far the best money I spend each month. It saves me at least $10,000 a year and makes our company more professional.”
Al Pettit
Owner, Upstate Home Medic
ABOUT REPSLY

Repsly is a retail execution software that empowers CPG teams to achieve peak performance in the field. Repsly’s powerful manager’s dashboard equips teams with the data they need to uncover opportunities at retail, and the tools they need to deploy their team to take the right action in the store. Repsly’s best-in-class mobile app empowers retail execution specialists to have the biggest possible impact on sales, while equipping reps with the customizable data collection tools they need to report real-time insights from the field. Repsly is the only retail execution solution to centralize brands’ sales, field activity, and in-store data, connecting store-level activities with their impact on sales. More than 1,000 field teams in over 80 countries drive execution and sales in the field with Repsly.

“Repsly is a powerfully efficient data collection tool that gives us a pulse of all field activities. It allows us to understand in-store conditions today and gives us the tools to take corrective action tomorrow.”

Magnus Rashid
Sales - Retail Manager, Kraft Heinz

“With Advanced Reporting we can show our clients the placements we’ve won and what’s going on in the market, all in real time.”

Trent Moffatt
Owner, Gotham Brand Managers

“Repsly’s real-time data is a game changer. When we have an idea we try it out. The very next day, if it worked we double down. And if it didn’t, we do something else.”

Jeremy Leblanc
Sales Manager, UNREAL Candy

“We were looking for an easier way to organize all of the merchandising activity that was going on at our accounts nationwide. With Repsly, my merchandising team has been able to streamline virtually everything, cut back on emails, and easily report on it all.”

István Hrichak
Director of Field Sales, Milk Makeup
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.

34
Customer references from happy Service Fusion users

VIEW ALL REFERENCES

“Every day confirms Service Fusion was the right choice. We like the flexibility - pc, phone, tablet, laptop We like the simplicity for our techs. We like the perfect syncs with QuickBooks, a real plus. We like the instant support with the chat box on the screen.”

Sheri Merkling
Elk River Heating & Air Conditioning

“I've been using SF for a while and there's continued improvement. Customer service is great. Willing to listen to it's users. Price point is reasonable. Lots of features. Quickbooks sync is pretty good.”

Jereme Townsend
Atlanta Air Authority

“Service Fusion has helped us manage our scheduling of customers like no other package out there. Easy drag and drop of customer appointments.”

Quan Ha
Angel’s House Cleaning

“Service Fusion has changed the way we run our company! The ability to see what is going on from anywhere in the world. Also, the ability to put notes, pictures and documents on each call slip is priceless!”

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

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

Satya Bourgeot
Owner, Pristine Professional Cleaning

“Whoever claims ‘there aren’t enough hours in the day’ needs ServiceM8 because my business is more efficient and more profitable than ever.”

Dean Phillips
Podger Air Conditioning & Refrigeration

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

Paul Clues
Mobbs Electrical

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

Darren Clancy
ADAZ Electrical
ABOUT SERVICEMAX

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

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

Nick Wondka
Managing Director Global Product Support and Service, Solta Medical

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

Dejair Medeiros
Senior Analyst, Electrolux

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

Dan Cattron
Senior Project Manager, Tyco

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

Jim Reutlinger
Director, Americas Service, Molecular Devices"
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.

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

Eddie Palacios
Director of Service Operations, ESI Enterprises

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

Lindon Bolt
Service Department Manager, Richer Sounds

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

Ariel Gorelik
EVP and CIO, AmTrust

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

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

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

Thomas Mello
Owner, A1 Garage Door Service

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

Nino
George Brazil

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

John Akhoian
Owner, Rooter Hero

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

Mike Agugliaro
Co-Owner, Gold Medal Service
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.

"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.

"I like that simPRO puts everything in one program. With other software programs we looked at, you had to have separate entities, but not with simPRO. Overall, it saves us a lot of time and makes us more efficient. After completing the demo, it was clear that this is what we needed to run our business."

DeDe Strothman
Administrative, Corrigan Electric Co.

"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 Snyder
President, Digital Communications Systems, Inc.

"simPRO allowed us to bring everything together into one software package from lead to quote to job management to invoicing. The customer service is amazing from the training and hand-holding during implementation and the customer support after the sale. simPRO believes in relationships with their clients."

Lori McDowell
Owner, Liberty Fire Protection
ABOUT SMART SERVICE

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

“My business has grown substantially since we started Smart Service.”
Ryan Harrell
President, Ryan’s Landscaping

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

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

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

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

90
Customer references from happy Vonigo users

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

“Online revenue increased 458% with real-time booking.”
Josh Herron
Franchise Owner, You Move Me

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

“Since using Vonigo our field guys have had an easier time going over work orders with customers and have a faster time invoicing.”
Mitchel Durfee
Founder, 505-Junk