



How is BCI Using Fieldpoint For Service Management?

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www.fieldpoint.net

“Fieldpoint’s integration capability to Microsoft Dynamics GP and CRM has significantly helped increase our operational efficiency...As a result, our bills are more accurate than ever and we have greatly reduced the number of customer credits we issue.”

- Brett Hatten, Director of Operations
BCI – Business Communications Inc.

Company Profile

Business Communications Inc. (BCI) is a privately held company, established in 1993. BCI specializes in information technology services such as, structured cabling and networking, wireless infrastructure, unified communications, managed security and virtual hosting services. BCI is considered a leader in information services in the Southeast United States.

What Solution was BCI Looking For?

In 2010, BCI was looking to replace their off-the-shelf software for a seamless service management solution. The system needed foolproof integration to Microsoft Dynamics GP and CRM. As well as flexibility to mould to their own business processes.

What Solution Did BCI Select?

Fieldpoint for Service Management

Why Did they Select Fieldpoint?

- Airtight integration to Microsoft Dynamics GP and CRM
- Exceptional customer service team

How was it Deployed?

On Premise

How is BCI Using Fieldpoint Service Management?

- Tracking Customer Contracts
- Project Planning and Monitoring
- Resource Management
- Incident / Problem Resolution
- Parts Inventory Purchasing to GP
- Revenue Recognition Export to GP
- Customer Billing
- Business Intelligence Reports

Fieldpoint designs software applications for field service and professional services organizations. The seamless integration to Microsoft Dynamics GP and CRM provides an end-to-end, out-of-the box solution. Real time transactions flow throughout the organization from sales, to service maintenance to financial management.

At Fieldpoint we pride ourselves in having outstanding customer satisfaction with 550+ clients and 30,000 plus users.

Contact Fieldpoint for your service management needs.

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