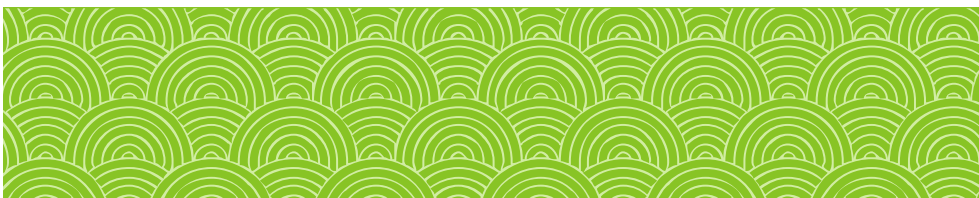
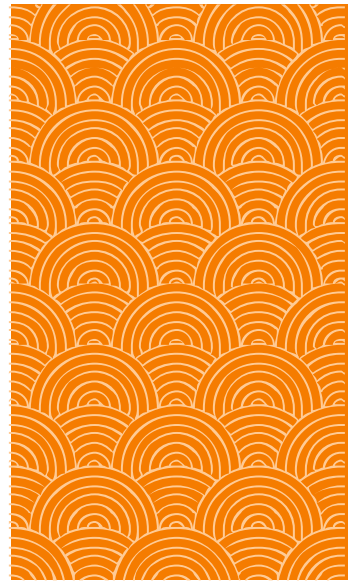


How is Telekenex Using Fieldpoint For Service Management?

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www.fieldpoint.net



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

- Thomas Swayze, CTO, Telekenex

Company Profile

Telekenex is a privately held company, established in 1994. Telekenex is a telecommunications service provider of enterprise IP solutions specializing in, SIP trunking, managed ethernet, private MPLS + internet and managed data center. They had been rapidly growing since 2006 expanding their footprint across the U.S.

What Solution was Telekenex Looking For?

In 2009, they were looking for a service management system to replace their existing Operational Support / Business Support System (OSS/BSS). The solution needed seamless integration to their existing Microsoft Dynamics GP and CRM systems, as well as, integrate to their third party sales tax automation system.

What Solution Did Telekenex Select?

Fieldpoint for Service Management

How was it Deployed?

On Premise

How is Telekenex Using Fieldpoint Service Management?

- Project Management
- Ticketing System
- Advanced Customer Asset Management
- Warehousing and Inventory Tracking
- Customer Billing
- Customer Portals
- 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 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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