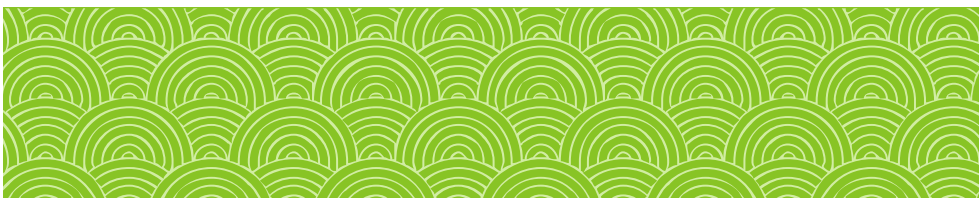
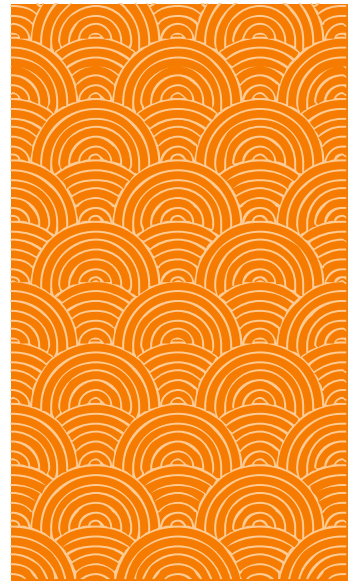


# How is MMS Using Fieldpoint For Service Management?

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[www.fieldpoint.net](http://www.fieldpoint.net)



“We decided that a Microsoft and Fieldpoint solution was the best choice for our organization. It offers a powerful, integrated sales, service, financial system on a technology platform that grows with us.”

- Andrew Kudrycki, IT Supervisor  
MMS – Modern Medical Systems Co.

### **Company Profile**

Modern Medical Systems Co. (MMS) is a privately held company founded in 1978. MMS is a growing company with 200+ employees, based out of New York State. They specialize in proactive asset management and maintenance services of biomedical equipment throughout the United States.

## **What Solution was MMS Looking For?**

In 2008, MMS was looking for a service Management solution to replace their labor intensive processes. As a service provider of medical equipment, they had stringent FDA regulations to follow, ensuring patient safety.

The service management solution needed to track: detailed contract details for every hospital facility, manage preventative maintenance (PM) schedules and check lists. The solution had to provide transparency to all lines of business from sales, to field service and financial management. Moreover, the solution needed to be scalable with the ability to grow with their business.

## **What Solution Did MMS Select?**

Fieldpoint for Service Management

## **How is MMS Using Fieldpoint Service Management?**

- Contract Management
- Parts Requisition
- Field Service Scheduling
- Mobile Enablement
- Time and Expense Capture
- Incident Management / Tickets
- Preventative Maintenance Check Lists
- Customer Billing
- Reports

## **Pains Solved with Fieldpoint:**

- 50,000+ Total Contract Line Items Per Hospital to Track
- Upwards of 7000 Preventative Maintenance Incidents Per Month
- Visibility into Incidents by Third Party Contractors for Self Service Scheduling
- FDA Compliance for PM Schedules
- Customized PM Check Lists with Workflow Controls
- Capture Timesheet Details and Trigger Billing

## **Fieldpoint Integration:**

- Microsoft Dynamics GP
- Outlook Integration
- Third Party Requisition Software

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.

If you are looking for a way to manage and optimize your service management processes, consider Fieldpoint as your go to software partner.

Contact Fieldpoint for your service management needs.

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