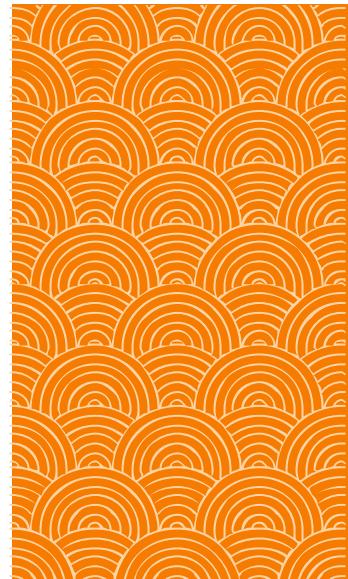


# How is EvolvTec Using Fieldpoint For Service Management?

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



### ***Customer Testimonial***

“With Fieldpoint Service Applications we have been able to fulfill our mission statement of ‘providing legendary services’ to our customers. Fieldpoint Mobile allows our Engineers the ability to provide ‘real-time’ service call updates. The tools have greatly enhanced our Engineers’ utilization and productivity. As well, 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, VP of Engineering Services, EvolvTec*

### ***Company Profile***

EvolvTec (Formerly BLM Technologies of Florida) is a privately held company, founded in 1976. EvolvTec is the largest service provider of computer services and equipment, for government, banks and education customers.

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

EvolvTec was part of a larger organization. In 2008, EvolvTec (Formerly BLM Technologies of Florida) was spun off as their own company to focus on I.T. services and equipment.

Being a one-stop-shop, EvolvTec had several complexities around managing their people and inventory processes.

As they were experiencing rapid growth, they needed the systems to scale. In 2009, EvolvTec implemented Microsoft Dynamics GP as their financial and inventory system. During this transformation, they also looked at re-evaluating their existing systems including Fieldpoint.

After months of evaluations, EvolvTec's shortlisted to a handful of industry specific vendors. At the end, Fieldpoint was re-selected as their platform to run their business. Fieldpoint provided seamless, integration to Microsoft Dynamics GP which would streamline their: people, equipment and financial processes. Moreover, the n-tier architecture provided flexibility to scale and connect to other applications.

## ***How is EvolvTec Using Fieldpoint?***

- Inventory and Warehouse Management
- Contract Management – Serialized Asset Tracking and Service Level Agreements
- Service Tickets / Help Desk
- Dispatching / Scheduling of Engineers
- Mobility – Work Order Details, Time and Expense
- Customer Portal
- Reports – Costing, Utilization and Profitability
- Customer Billing

## ***Systems that Fieldpoint Integrates With:***

- Microsoft Dynamics GP
  - Integrate Sales Order Processing and Inventory Purchasing
- Xora Workforce Management
  - Mobile WFM – GPS Location Tracking

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.

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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