



RESOURCE POS STREAMLINES SERVICE DELIVERY

EFFICIENCY AND REDUCES COSTS

Since 2003, ReSource Point of Sale, a POS systems and solutions provider, has grown from just one person in Chicago to a full staff of certified technicians and service experts across the U.S. Over the years, ReSource POS has established strong business partnerships with top manufacturers in the marketplace. These connections, along with their expert team of POS specialists, allow them to provide unparalleled point of sale solutions, discounts, and support to their customers.

“A patched cable here or there is just a couple of dollars for a smaller organization. But for us, it’s a couple of dollars, thirty times a day, 365 days a year. FieldAware has paid for itself 10 times over.”

Thomas Catania, Service and Implementation Specialist,
ReSource POS



Challenge

As it added offices throughout the U.S., ReSource POS was looking to improve and streamline its service management processes while positioning its service organization for growth.

Solution

NetSuite provided a customizable, scalable ERP solution that enables it to efficiently run the business as it grew. FieldAware effectively manages the process of dispatching technicians and tracking/documenting work orders.

Results

ROI was achieved in three months. Better documentation improves revenue capture and job quote accuracy. Dispatcher efficiency and the ability to manage far-flung technicians has improved.

FieldAware and NetSuite enable ReSource POS to improve dispatcher and technician efficiency while cutting costs

ReSource POS started out selling new and refurbished POS equipment in 2003. But it soon found itself fielding customer requests for in-house repair and 24/7 support. As the service arm grew, the company faced increasing challenges managing its manual service dispatching and work order processes. It began looking to improve and streamline service management—and position its service department for growth as the company expanded across the U.S.

ReSource POS chose NetSuite as the cornerstone of its business operations, including CRM, inventory management, order fulfillment, help desk case management and financials. NetSuite's customizable workflows, scalability and partner ecosystem delivers the flexibility to support the company's evolving requirements.

When the company went to SuiteApp.com, the NetSuite app store, for a third-party solution to address its service management issues, it discovered FieldAware.

“We chose FieldAware because it integrates with NetSuite and because it had all the features we're looking for,” said Nik Parra, CTO of ReSource POS.

Today, FieldAware delivers greater efficiencies for dispatchers and technicians—and has improved revenues from service calls.

Improved Dispatcher Efficiency

FieldAware has significantly boosted dispatcher efficiency.

“The dispatcher simply puts a field service order into FieldAware, enters the job description and sends it, along with a detailed customer history, to a technician on their mobile device,” said Elmore Bryant, Director of Help Desk Operations for ReSource POS.

Previously, dispatchers called or texted technicians, and then manually handed them paper job forms. If a technician forgot to pick up the form or the customer changed the

job spec, he or she would have to drive back to the office to get the proper form before starting the project.

Because FieldAware keeps dispatchers informed of the whereabouts of technicians, they're able to schedule technicians efficiently.

"If the tech is out in the field, I can schedule a second or third service call based on where he is in the first job," said Bryant.

Dispatchers also improve customer service by better estimating when the technician will arrive at the customer's site.

Precise knowledge of driver locations also means that the company is able maintain a central dispatch staff as it grows to new cities while still providing good response times.

Better Documentation Boosts Revenues

An improved documentation process improves revenues. As technicians perform service, they enter documentation into FieldAware on their mobile device rather than waiting until after the call to fill out a paper form.

The result is more detailed documentation—including pictures—that enables the company to accurately capture revenue. Whereas technicians documenting jobs after the fact often forgot small items, the invoice now accounts for all costs.

"A patched cable here or there is just a couple of dollars for a smaller organization. But for us, it's a couple of dollars, thirty times a day, 365 days a year," explained Thomas Catania,

Service and Implementation Specialist for ReSource POS. "Within our first week of using FieldAware, we identified and sold \$1,500 of additional services and parts."

Accurately tracking historical information makes it easier to create accurate sales quotes as well.

Better documentation also helps the company more effectively address disputes. Technicians now ask customers to sign the online work order when they arrive and leave. This along with detailed documentation makes it easy to address any customer questions.

Overall, ReSource POS has been more than pleased with the results. Said Parra, "Combined these benefits lead to a rapid ROI of less than three months."



Company Snapshot

Company: ReSource POS

Location: Chicago, Ill.



Partner Name: FieldAware

Location: Plano, TX.