

## Company Profile



Solarrus Corporation is dedicated to developing, maintaining, and operating infrastructure that supports alternative energy technologies.

At the core of the company, Solarrus is an alternative energy services company, providing commercial and utility scale design, operations and maintenance, and asset management services. True South Renewable, Inc. (TSR) is a wholly owned subsidiary of Solarrus Corporation and is the largest independent provider for solar O&M services in North America. The TSR team has a nation-wide footprint to provide in-the-field O&M services, and currently manages two of the largest operating solar plants in the U.S. TSR has a distinguished reputation for safety and performance when it comes to O&M services.

The Solarrus team also has considerable experience with the development, design, installation, and maintenance of electric vehicle service equipment (EVSE). As an OEM service provider to many of the manufacturers of EV charging stations, Solarrus has amassed industry-leading experience with EVSE installations.

## Business Challenges



Solarrus was looking to strengthen its distinguished reputation for service performance. As such, they realized that the best way to improve their service performance would be through transforming their service operations into a refined user-friendly solution.

At the same time, Solarrus was going through a challenging phase managing their growing nation-wide footprint of in-the-field O&M services. In addition, their existing legacy system held their operations back due to the following:

- No scalability
- Non-Existent real-time reporting
- Slow and inefficient workflows

It was clear that it was time to eliminate traditional approaches, which lead to service flaws, and instead introduce applicable solutions in order to most efficiently manage field services.

## Strategic Engagement



In order to ensure the success of the BiznusSoft Field Service project while managing inherent project challenges, BiznusSoft initiated their practice-proven solution implementation and project management methodologies. This approach introduces a controlled process that ensures enhanced collaboration, improved user adoption, and reduced project risk. As a result, Solarrus was able to systematically and tactically address their functional and technological requirements without disrupting business operations. The BiznusSoft comprehensive service offerings allows for superior change management across all dimensions of the organization inclusive of people, process, and technology.

## Biznussoft Field Service Solution Benefits for Solarrus

- **Centralized DataManagement**

The Biznussoft Field Service solution provides a holistic solution which ensures efficient management of all service account elements.

- **Quote/Service OrderManagement**

In addition, the Biznussoft Field Service solution provides the capability to easily manage quotes offered to customers/prospects. When a sales/service quote is accepted by a prospect, the prospect is converted to a customer and the quote is converted into a service order.

- **Installed Products Management**

Solarrus utilizes the Biznussoft Field Service solution for efficient management of their assets. By utilizing the Installed Product functionality, Solarrus was able to keep track of the entire lifecycle of individual components located at their client sites.

- **Agreement/ContractManagement**

In addition, the Biznussoft Field Service solution provides a comprehensive functionality in relation to properly managing Preventative Maintenance Agreements, Contracts & Service Level Agreements.

- **Scheduling/DispatchManagement**

The FieldService Dispatch Console provides Solarrus with the drag/drop capability to assign service orders to technicians by viewing their calendars/schedules. This capability assists with managing a balanced workload across the workforce while taking in to account specific geographies, skill sets, etc.



- **Inventory Management**

By utilizing the Biznussoft Field Service inventory module, Solarrus is able to facilitate their entire inventory management process efficiently; from procurement to fulfillment.

- **Customer Invoicing Details**

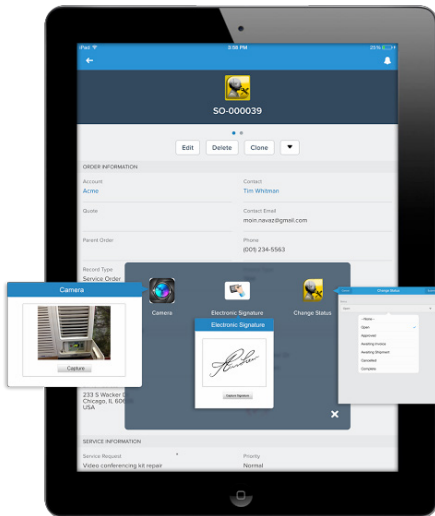
Solarrus has elected to utilize the Biznussoft Field Service solution in order to maintain billing details within the invoice of the sales/service order. This functionality provides visibility to all sales/service invoicing details.

- **Dashboards/Reporting**

The robust Biznussoft Field Service Reports/Dashboard capabilities ensures each team member has their own access/visibility in relation to vital company performance data via real-time analytics.



- **Biznussoft Field Service MobileSolution**



- View/Update Service Order Information as required.
- Enter Time, Material & any additional expenses incurred while at the customersite.
- Take Equipment pictures of the site & upload to the serviceorder.
- Capture digital signatures from the customer confirming that service has been provided.

- **Integration withQuickBooks**

In order to eliminate any duplicate effort while ensuring data integrity across multiple systems, the Biznussoft Field Service solution seamlessly integrates with their existing QuickBooks solution. This integration provides the protocol for data exchange as it relates to relevant data elements(i.e. Customer/Contact, Inventory, Vendors, Purchase Orders, Invoices, etc.).

## **Biznussoft HR Solution Benefits for Solarrus**

In addition to the introduction of the Biznussoft Field Service solution, Solarrus has also implemented select functionality from the comprehensive BiznusSoft Biznussoft HR solution. The Human Capital Management solution has provided Solarrus with control and clarity in relation to associates time & expense management.

The Biznussoft HR Time & Attendance module is integrated with the existing Solarrus payroll system in order to seamlessly calculate associate compensation. In order to guarantee compliance with the regulations of the state of California, the Biznussoft HR solution was configured to include specific overtime rules when calculating associate hours worked.



## **Feedback from Paul Jette, VP of Operations, Solarrus**

“BiznusSoft guys are great to work with and very responsive. They work very quickly and take the time to understand your needs. Without any IT resource from our end, they helped us roll out Biznussoft Field Service&Biznussoft HR to 60+ technicians. We highly recommend them.”