

Company Profile



Since 1997, Metercor Inc. (formerly CMI Services Inc.) has operated with the vision to lead in effective utility meter installation & management programs, as well as leak detection services. Metercor aims to be the preeminent smart meter installation solutions provider to utility service providers across Canada. With over 150,000 meters installed throughout the Western Provinces and active programs underway in Eastern Canada, they are well on their way.

The Metercor mission is to provide efficient & courteous utility metering services in response to customer needs and their vision is to proactively solve problems, complete projects on time and within budget, and through innovation & experience, become the industry-leading supplier of utility meter related services.

Metercor offers competitive pricing and is the only Canadian company to specialize in all aspects of meter services. They are actively involved in Water, Natural Gas, & Electricity Smart Metering, and they continue to expand their resource base and expertise in order to continually raise the bar on performance and reliability.

Business Challenges



As a service oriented firm, Metercor manages contracts from various utilities in relation to the installation of water/gas meters. As such, Metercor required a tailor-made solution that would address the complexity of managing installation and service of meter utilities at customer sites, maintain a fleet of vehicles, and document city/county contracts.

Their existing methods of handling their operations included paper and spreadsheets, which led to:

- Insufficient data
- Overly-complicated business processes
- Lack of visibility from an account overview

In order to be ultra-responsive, Metercor recognized that they needed to align with an industry specific strategic IT partner in order to modernize their service operations. Subsequent to thorough research, Metercor elected to align with BiznusSoft and to introduce the FieldService360 solution in order to turn their vision into a reality.

Strategic Engagement



In order to ensure the success of the FieldService360 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, Metercor 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.

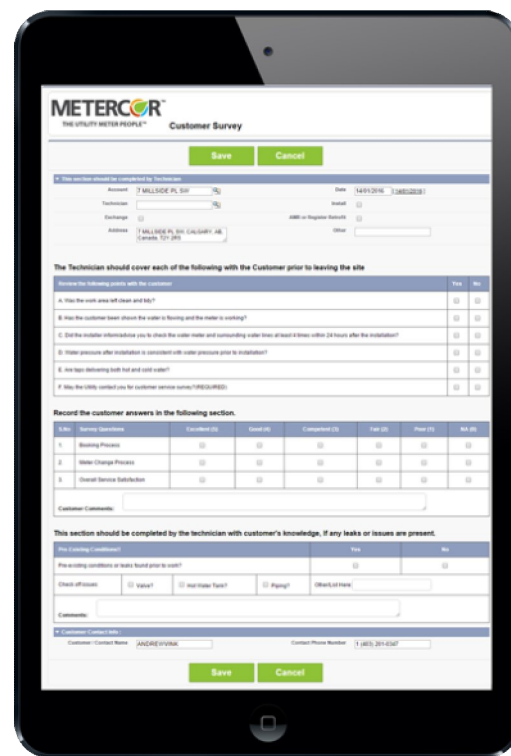
FieldService360 Solution Benefits for Metercor



- ✓ **360-Degree Account View**
The FieldService360 solution provided a holistic account overview, which included contacts, quotes, work orders, installed products, contracts, warranties, and specific account-related documents.
- ✓ **Inventory Management**
By utilizing the FieldService360 inventory module, Metercor is able to facilitate their entire inventory management process efficiently; from warehouse to truck.
- ✓ **Meter Management**
In addition, the FieldService360 solution provides visibility to meter data that is recorded on customer site premises. This data is analyzed to determine if updates are required.
- ✓ **Work Order Management**
Metercor utilizes the FieldService360 solution for efficient management of work orders. This comprehensive feature provides the capability to record time, materials, and expenses. It allows the technicians to input a work description so clients can get accurate reports of what was done onsite.
- ✓ **Scheduling/Dispatch Management**
The FieldService 360 Dispatch Console provides Metercor with the drag/drop capability to assign work 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.



- ✓ **Customized Forms**
The FieldService360 solution is extremely flexible. As such, Metercor was able to develop custom survey forms. This feature ensures that customer feedback is captured which leads to continuous improvement & increased customer satisfaction.



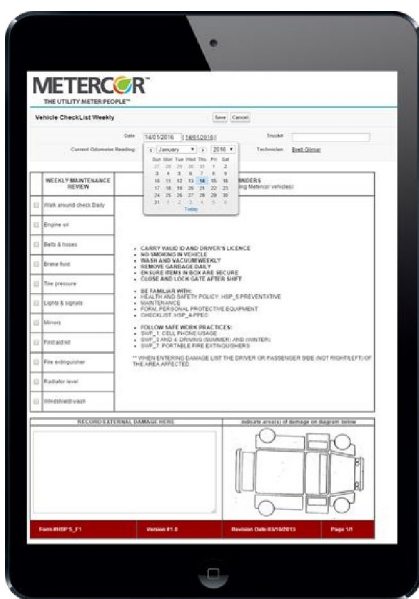
✓ Dashboards/Reporting

The robust FieldService360 Reports/Dashboard capabilities ensures each team member has their own access/visibility in relation to vital company performance data via real-time analytics.

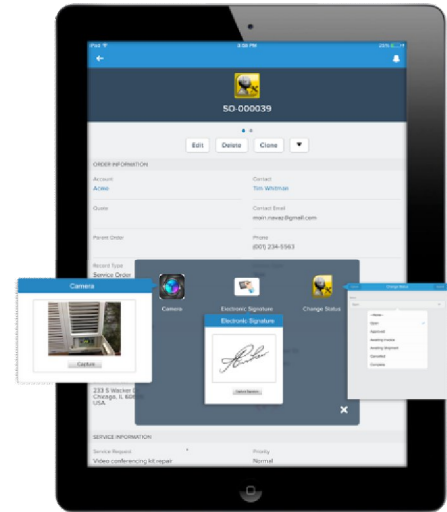


✓ Vehicle Inspection Checklist

Another custom FieldService360 feature that Metercor utilizes in order to heighten efficiency is the Vehicle Inspection Checklist form. This electronic form, available on the mobile app, allows technicians to capture details related to their assigned vehicles. This includes information like: odometer readings, multipoint inspections, and vehicle damages.



✓ FieldService360 Mobile Solution



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

Feedback from Clint Hoffman, Project Manager, Metercor



We had previously implemented Salesforce but were not able to realize the full potential of the platform. The BiznusSoft team was excellent to work with and made the FieldService360 implementation process far better than expected. They understood our processes in detail and introduced a solution that improved our current business practices and drastically improved our overall productivity. I strongly recommend BiznusSoft for any companies looking for a field service solution.