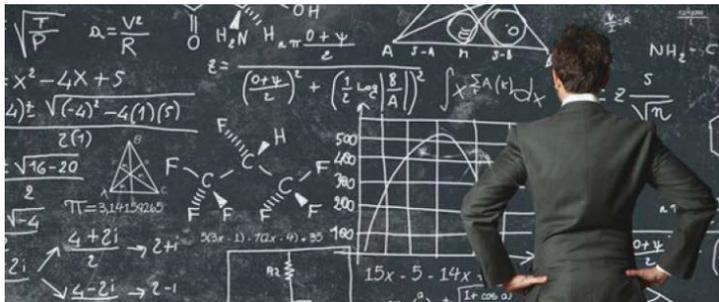


## Company Profile



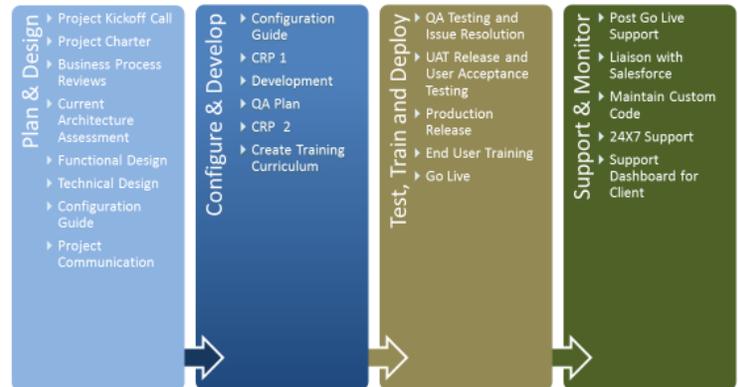
Since 1990, TMI compressors has been providing customers with unrivaled value in every product and service it offers. TMI has one of Michigan’s most comprehensive, premium-quality brand lines of compressors and air-related equipment, enabling them to extensively serve the manufacturing, healthcare, food and beverage industries. Known for superior products, high work standards, timeliness and a commitment to safe working environments, TMI compressors takes care of everything, from delivery, installation and setup, to instructions on use and removal of your old equipment. TMI compressors constantly strives to accommodate the customer with reliable, efficient solutions that saves money and keeps the company operating seamlessly

## Business Challenges



TMI Compressors did not have full visibility of the projects and their profitability. As such, they realized that the best way to improve visibility and transparency would be through transforming their service operations into a refined user-friendly solution, where reporting on accountability of tasks and tracking issues got embedded in the DNA of the organization. At the same time, TMI was going through a phase managing their growing footprint without expanding the workforce. There was a need of decreasing overheads to accomplish faster growth. A quick-to-implement cloud based field service solution was very helpful for that growth.

## Strategic Engagement



Often, a strong demand for your products by prospects, come with growing pains. A seamless solution that tracks profitability is the next obvious step. Add to that the challenge of organizing employee expenses of a growing firm. BiznusSoft started this engagement with a commitment to deliver value fast to aid growth.

BiznusSoft initiated the engagement with its practice-proven solution implementation and project management approach. This approach introduces a controlled process that ensures enhanced collaboration, improved user adoption, and reduced project risk. As a quick win, TMI implemented a Field Service360 system, without disrupting business operations and increased visibility of the processes right away. In addition, the BiznusSoft team instilled reporting on Salesforce to help the team with important decision-making with analytical metrics. The BiznusSoft team also worked closely with the TMI project sponsor to streamline operations during this growth and reduce overheads.

## Superior Service Technicians

Full-time, factory trained, CFC certified and experienced on all of today's manufacturers.



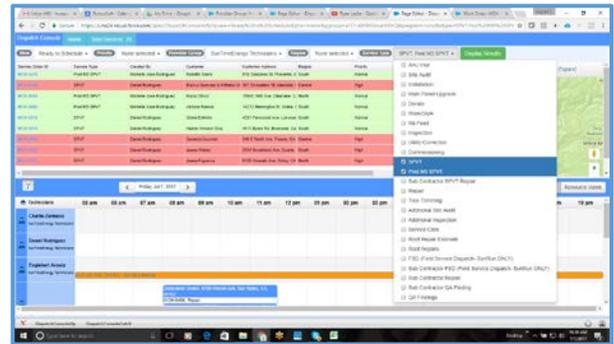
## FieldService360 Solution Benefits for TMI Compressors



- ✓ **Centralized Data Management**  
The 360-degree page provides a holistic view of Account, Contacts, Quotes, Work Orders, Installed Product, Sites and specific Account related documents.
- ✓ **Work Order and Asset Management**  
FieldService360 solution provided TMI Compressors the capability to easily manage work orders for customers/prospects. Automated status updates on the work order kept TMI Compressors updated.
- ✓ **Scheduling/Dispatch Management**  
Field Service 360 Dispatch Console provides TMI Compressors with drag/drop capabilities to assign work orders to technicians by viewing their availability on the calendar. This capability assists with managing a balanced workload across the workforce while taking in to account specific geographies, skill sets, among others. The Dispatch Console also enabled dynamically changing work assignments and viewing locations of crew members and customers. Integration with the Salesforce calendar could keep the technicians updated.



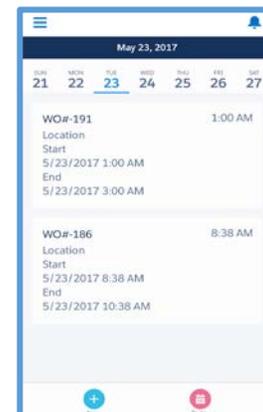
**Vast Inventory of Parts**  
Superior quality, OEM, factory-direct, in stock, for nearly all makes and models.



- ✓ **Inventory Management**- By utilizing the Field Service 360 inventory module, TMI Compressors could facilitate their entire inventory management process efficiently; from procurement to fulfillment.
- ✓ **Customer Invoicing Details**-TMI Compressors utilizes the Field Service 360 solution for billing, along with the labor and material details within the invoice of the sales/service order.
- ✓ **Dashboards/Reporting**-FieldService360 Reporting and Dashboard capabilities ensure each team member has access to organize wide data analytics as well as individual performance indicator metrics to better plan their work.



- ✓ **Field Service 360 Mobile Solution**



- View/Update Work Order information as required.
- Take pictures of the site & upload to the service order.
- Capture digital signatures from the customer confirming that service has been provided.

## Finance 360 Solution Benefits for TMI Compressors



After a successful Field Service 360 launch, TMI Compressors, wanted to also use Finance 360 solution to integrate finance with field service. As TMI was growing, QuickBooks was not able to meet their requirements and they were looking for a scalable field service platform.

### ✓ **Finance & Accounting functionalities**

Finance 360 solution streamlined TMI Compressor's most critical financial operations and increased the efficiency of close cycles.

- Accounts Payable
- Accounts Receivable
- Cash Management
- Fixed Assets
- Financial Reporting
- General Ledger
- Tax Management
- Payment Management
- Usage-based, product, subscription billing
- End-to-End audit trail

### ✓ **Billing**

Now TMI Compressors can manage all revenue and billing procedures from a centralized location thus allowing them to establish pricing structures and automate billing processes with an integrated billing framework.

### ✓ **Integration**

TMI Compressors could seamlessly integrate with other data systems and applications for long-term budgeting and forecasting as well as for field service operations.

### ✓ **Revenue Recognition**

TMI Compressors could accurately present revenues on financial reports in compliance with accounting standards. Due to end-to-end integration, TMI could ensure accuracy of quotes, customer order fulfillment, and efficient billing. It was also able to:

- Manage recurring and non-recurring invoices
- Adjust pricing of product with greater flexibility
- Increase its visibility of available inventory

### ✓ **Financial Reporting**

One of the key things accomplished for TMI was its enhanced visibility into its business performance with real-time analytic reports and efficient access to vital KPIs.

- TMI could tailored reports specific to its needs
- Multi-dimensional reporting and global compliance were also embedded in the system
- TMI also used the real-time insight and 360-degree view dashboards to keep a tab on profitability.

## Feedback from Jonathan Houskamp, Business Operations, TMI Compressors

"BiznusSoft committed to move our operations in the SaaS cloud and successfully delivered on both Field Service 360 and Finance360. They delivered what the promised and are always available to support us when we need them. I would highly recommend the team and the solutions they offer."