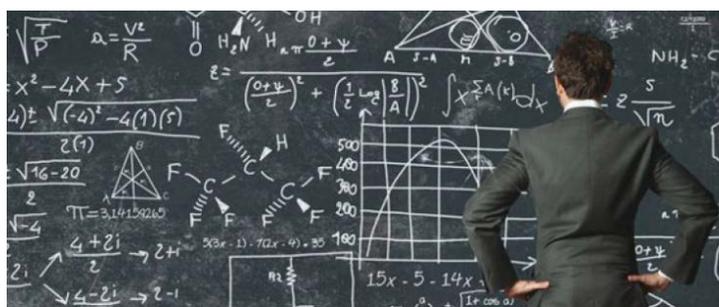


Company Profile



For over 40 years, Angel water’s experienced boutique staff of over 40 people, have been purifying water in the Chicagoland area. With in-depth knowledge about the quality of water and the proper methods to safely purify water, Angel Water is uniquely positioned to handle the ever-changing water conditions in Chicagoland particularly the local water table, it’s sources and the sources of contamination. Angel Water uses a three-step method to achieve this goal. Step 1 – Angel Water educates and empowers consumers about the importance of testing the quality of their water. Step 2 – Angel Water consults with consumers for water tests and the implications any specific contaminants may hold for your health and property. Step 3 – Angel Water works with consumers to implement the right home water filtration system to purify water.

Business Challenges



Angel Water did not have full visibility of the work orders, had limited scheduling, and there was no hand shake with the financial side of the business to identify and analyze their profitability. They were using ServiceMax for field service and Smart Service for data hosting, as a result, there were issues in integration and customization with other systems and workflows.

To improve transparency, Angel Water was looking to implement a refined user-friendly solution through which reporting on tasks and tracking issues got embedded in the DNA of the whole organization. At the same time, Angel Water was going through a growth phase managing their footprint without expanding their overheads. A quick-to-implement Salesforce based field service solution was imperative for that growth.

Strategic Engagement

Often, a strong demand for your products, come with growing pains. A seamless solution that tracks profitability is the next obvious step. BiznusSoft started this engagement with a commitment to deliver value fast-to-aid growth.

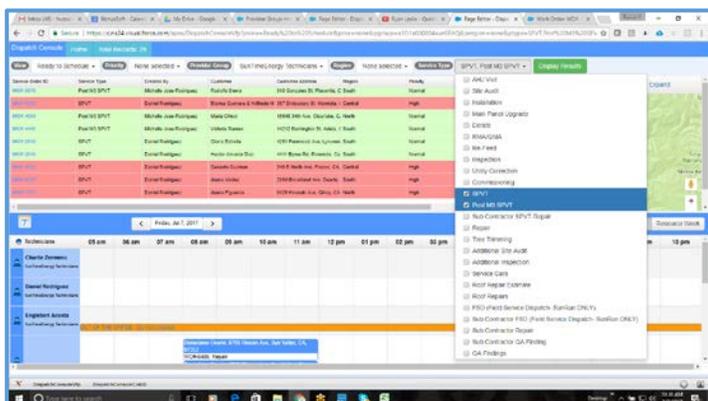
BiznusSoft initiated the engagement with Quick Start project management approach. This approach introduces a controlled process that ensures enhanced collaboration, improved user adoption, and reduced project risk. As a quick win, Angel Water implemented a Field Service 360 system, without disrupting their operations and increasing the visibility of the processes right away. In addition, the BiznusSoft team installed scheduling and reporting on Salesforce and integration with QuickBooks to help the team with crucial decision-making, along with analytical metrics. The BiznusSoft team also worked closely with the Angel Water project sponsor to streamline operations during this growth and reduce overheads.



Field Service 360 Solution Benefits for Angel Water



- ✓ **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**
Field Service 360 solution provided Angel Water the capability to easily manage work orders for customers/prospects. Automated status updates on the work order kept Angel Water updated.
- ✓ **Scheduling/Dispatch Management**
Field Service 360 Dispatch Console provides Angel Water Technicians and Service Coordinators 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. Integrations with the Salesforce calendar could keep the technicians updated.



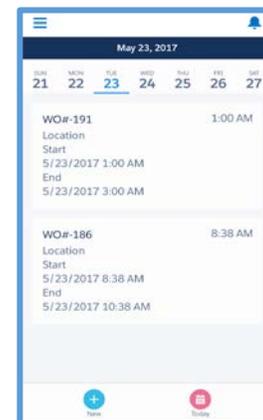
- ✓ **Customer Invoicing Details**– Angel Water utilizes an integration of QuickBooks with Field Service 360 for billing, along with the labor and material details within the invoice of the service order.



- ✓ **Dashboards/Reporting**- Field Service 360 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.

Feedback from Andrew Wilson, Angel Water

“We are a rapidly growing Water conditioning company and wanted to streamline our Field Service and CRM Operations. After a fall-out from ServiceMax, we selected BiznusSoft Field Service 360 and successfully rolled out the solution. We had a great experience with the team as they went above and beyond to make us successful. We strongly recommend the team and the product and are also recommending them to our vendors.”