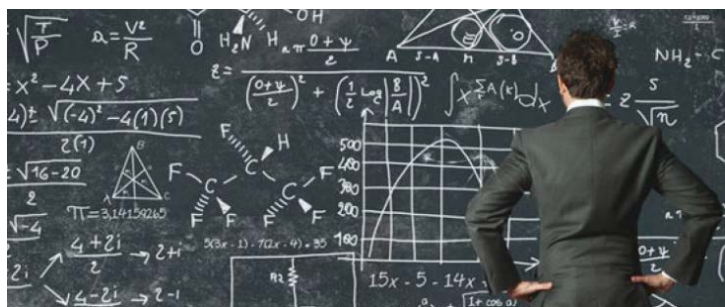


Company Profile



For over 40 Years, Duffield Aquatics, Inc. has been supplying and serving excellence to commercial and institutional swimming pools all over the Southeast United States. From the first phone call, Duffield begins building a relationship with the customer to understand their individual pool's needs. Every customer has their own account manager and factory trained service technician. This not only helps Duffield Aquatics to learn about the customers and their pool but also when it comes to planned maintenance or emergency service, Duffield technicians know exactly where to go and what to do.

Business Challenges



Duffield Aquatics had been using QuoteWerks for quotations, opportunity tracking and invoicing. Duffield had also integrated QuoteWerks with Salesforce for opportunity tracking and with QuickBooks for finance. Duffield did not have a way to track Work Orders, scheduling and reporting.

Duffield was paying for expensive SFA tool licenses, which didn't address the service, and Scheduling needs. There was a need of decreasing inefficiencies to accomplish faster growth and service customers better. A quick-to-implement cloud based field service solution was what was needed.

Strategic Engagement



A seamless solution that tracked work orders and technicians was the next obvious step. BiznusSoft started this engagement with a commitment to deliver value fast to aid growth. BiznusSoft initiated the engagement with its SMART project management approach. This approach introduced a controlled process for outcomes that were more specific, measurable, achievable, realistic and timely.



As a quick win, Duffield Aquatics implemented a Field Service 360 work order management and scheduling modules on Force.com platform thereby saving on license cost without disrupting business operations. In addition, the BiznusSoft team instilled reporting on Salesforce to help the team with important decision-making by applying metrics. The BiznusSoft team also worked closely with the Duffield to integrate with QuickBooks to enable a complete and holistic solution.

Field Service 360 Solution Benefits for Duffield Aquatics



✓ **Centralized Data Management**

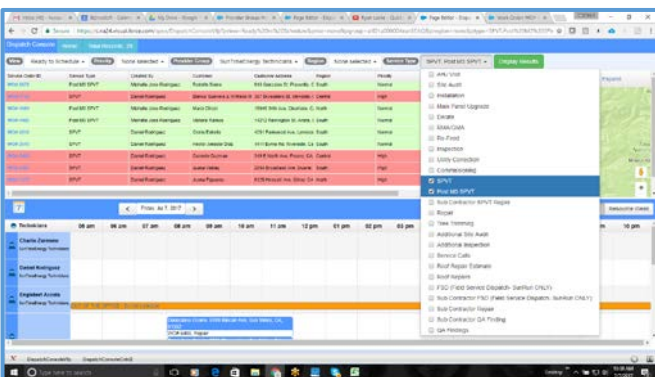
The 360-degree page provides a holistic view of Account, Contacts, Quotes, Work Orders, Installed Product, Sites and specific Account related documents.

✓ **Work Order and Integration with QuoteWerks**

Field Service 360 solution provided Duffield Aquatics the capability to easily manage work orders for customers/prospects. Salesforce Integration with QuoteWerks makes access to Opportunities accessible for WorkOrders to build on.

✓ **Scheduling/Dispatch Management**

FieldService 360 Dispatch Console provides Duffield Aquatics 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.



- ✓ **Customer Invoicing/Integration with QuickBooks**– Duffield Aquatics 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 worksite & upload to the service order.
- Capture digital signatures from the customer confirming that service has been provided.

Feedback from Duffield Aquatics

“Field Service 360 has worked hard to optimize our field service processes. We are still a work in progress and through it all, they are always quick to respond and are very helpful. We are excited to see how much we can capitalize with our new service managing processes in place.”