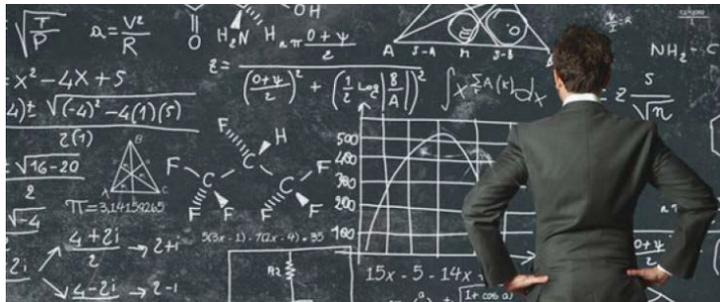


Company Profile



nLIGHT is a vertically integrated supplier of high-performance lasers that enable innovation in materials processing, defense, and medical applications. nLIGHT develops and manufactures direct diode and fiber lasers based on industry-leading semiconductor laser and optical fiber technology. nLIGHT is headquartered in Vancouver, Washington with additional sites in North America, Europe, and Asia.

Business Challenges



nLIGHT did not have full visibility of the work orders, the delegation and their profitability. They were using home grown excel sheets to track technicians and work orders. As the business started growing, the excel data extraction got difficult to track profitability from. There was limited visibility of inventory and tasks across geographies, which made it difficult for the company to proactively respond to demands and issues. To improve transparency, nLIGHT 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, nLIGHT wanted to manage their growing 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 result, nLIGHT implemented a Field Service 360 system, without disrupting their operations and increasing the visibility of the processes right away. The application installed included work order management, purchase order management, inventory – new and failed component information and reporting on Salesforce to help the team with crucial decision-making, along with analytical metrics. The BiznusSoft team also worked closely with the nLIGHT project sponsor to streamline operations during this growth and reduce overheads.

element[®]

Introducing 200 W from a 105 μm fiber, 0.15 NA



Field Service 360 Solution Benefits for nLIGHT



✓ **Centralized Data Management**

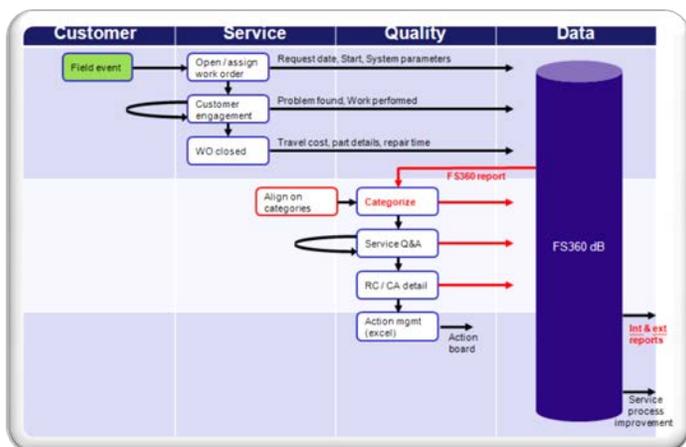
The 360-degree page provides a holistic view of Account, Contacts, Quotes, Work Orders, Sites and specific Account-related documents.

✓ **Work Order and Asset Management**

Field Service 360 solution provided nLIGHT the capability to easily manage work orders for customers/prospects. Automated status updates on the work order kept nLIGHT updated.

✓ **Escalation Workflow**

Escalation workflows were developed on activities to enable nLIGHT Administrators with capability to escalate activities among technicians by viewing their availability on the calendar. This capability assists with managing activities in parallel and then escalating those through criteria.

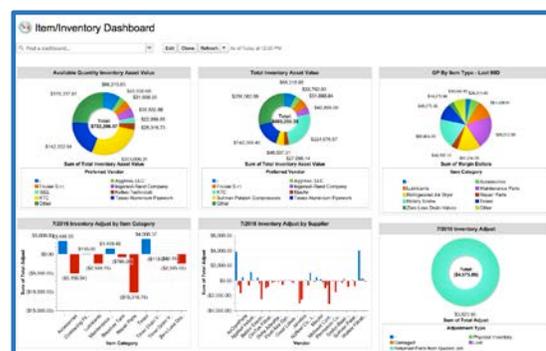


✓ **Inventory Management**

By utilizing the Field Service 360 inventory module, nLIGHT can facilitate their entire inventory management process efficiently; from procurement to fulfillment. It can maintain all parts, equipment, services, etc. on a single view. nLIGHT can setup multiple inventory sites which store serial controlled, lot-controlled, and non-controlled items with the specified quantity.

✓ **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. Reports also helps look at department wide and geography wide KPIs and plan demand handling.



✓ **Purchase Order Management**

Field Service 360 solution provides a comprehensive functionality to create purchase orders for required material. It reduces the turnaround time and enhances the customer experience.

Feedback from Ron Stevens, nLIGHT

“The BiznusSoft team implemented FS360 for our worldwide Customer Support operations including China. The development team was very helpful and flexible in accommodating our schedule and needs and were fully committed to make the project successful. I am completely satisfied with their delivery and support from start to finish. I strongly recommend the BiznusSoft team and FS360 solution for any field service operations.”