

Company Profile



PV Pros is a full service solar maintenance company specializing in the operation, maintenance, repair, and reconstruction of commercial and utility scale solar PV systems. Supported by the resources of Pure Power Engineering, PV Pros brings an industry leading collection of experience, skills, and NABCEP professionals to elevate the current state of O&M in the industry.

PV Pros O&M team has access to Pure Power’s team of engineers to assist in any technical matter. PV Pros is taking advantage of PPE engineers’ expertise in PVSYST and performance analytics to direct the technicians into any issues that need to be addressed.

PV Pros specialties include inspections, commissioning, preventative maintenance, and repairs on commercial and utility scale solar PV systems in the northeast.

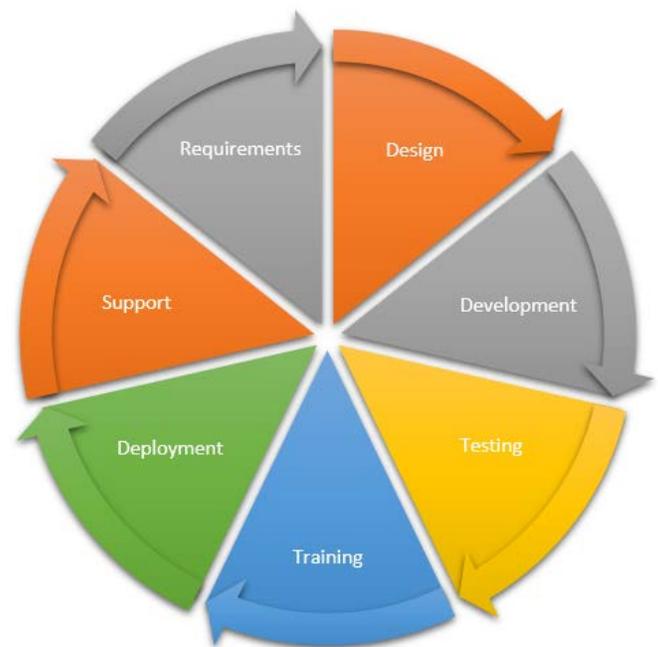
Operational Challenges and Needs



PV Proshad been looking to broaden its service offerings and in doing that it needed a reliable and secure application that would help in upstream challenges of collecting the correct information and scheduling and then providing downstream information on work that was completed.

PV Pros was also looking to get real time information on field crew efficiency and open work orders. Along with that PV Pros also wanted to integrate the field service system with Quick Books to help them realize revenues and reconcile books, per their need. In addition to that PV Pros also wanted to track expenses to determine profitability on its engagements. It had become imperative to start using a simple yet connected cloud based tool to economically and efficiently manage field services.

Field Service 360 Implementation



In order to ensure the success of the FieldService360 implementation at PV Pro, BiznusSoft used its time tested implementation approach – of gathering requirements; designing, developing and testing the solution iteratively; and then training the PV Pros Team and deploying the solution. This approach enhanced team collaboration, improved user adoption, and reduced project risk. As a result, PV Pros was able to address their key business needs without disruption in day-to-day operations. BiznusSoft is a proponent of both waterfall and Agile SDLC methodologies, and has also used a hybrid model to address key needs quickly and create maximum value fast.

FieldService360 Solution Benefits for PV Pros



✓ **Centralized Data Management**

The FieldService360 solution provided a holistic solution which ensures efficient management of all service account elements.

✓ **Quote/Service Order Management**

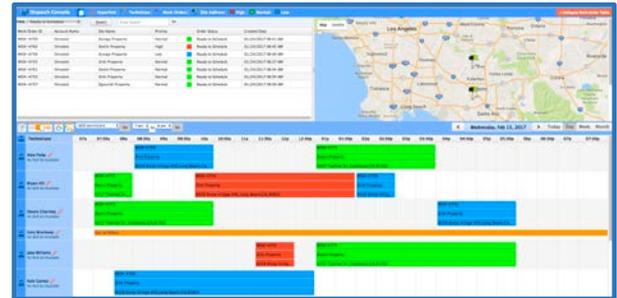
In addition, the FieldService360 solution provides the capability to easily manage quotes offered to customers/prospects. When a sales/service quote is accepted by a prospect, the prospect is converted to a customer and the quote is converted into a service order.

✓ **Inventory Management**

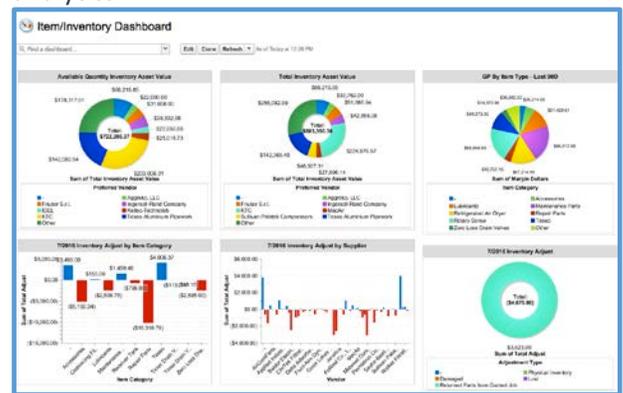
By utilizing the FieldService360 inventory module, PV Pros can facilitate their entire inventory management process efficiently; from procurement to fulfillment. It can maintain all parts, equipment, services, etc. on a single view. PV pros can setup multiple inventory sites which store Serial Controlled, Lot Controlled and Non-Controlled items with the specified quantity.

✓ **Scheduling/Dispatch Management**

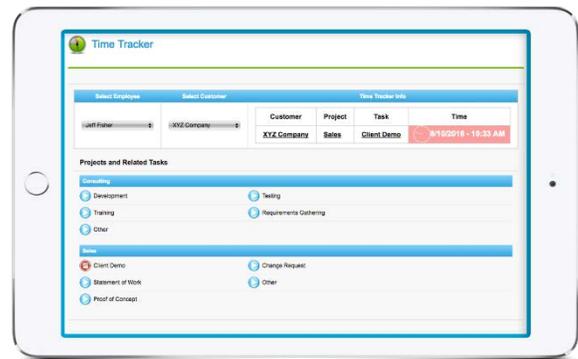
The FieldService 360 Dispatch Console provides PV Pros with the drag/drop capability to assign service orders to technicians by viewing their calendars/schedules. This capability assists with managing a balanced workload across the workforce while taking in to account specific geographies, skill sets, etc. With Dispatch console, users can assign, unassign & reassign a work order. Integration with Salesforce calendar keeps the technicians updated. Integrated with GOOGLE MAPS to view the customer locations.



✓ **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.



✓ **FieldService360 Mobile Solution**



- FieldService360 supports all leading Mobile Technologies such as IOS, Android, Salesforce1, etc. Now PV Pros users can to manage accounts, inventory & work orders. PV Pros facilitates and optimizes technicians' efficiency by having immediate notifications of changes or updates on existing jobs. PV Pros technicians can view/update Work Order Information as required.

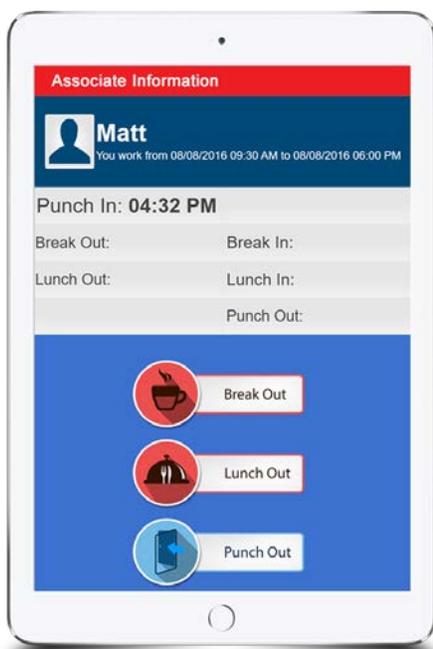
Technicians can enter Time, Material & any additional expenses incurred while at the customer site. In addition, technicians can take equipment pictures of the site and capture customer signatures and upload to the service order.

✓ **Integration with QuickBooks**

To eliminate any duplicate effort while ensuring data integrity across multiple systems, the FieldService360 solution seamlessly integrates with their existing QuickBooks solution. This integration provides the protocol for data exchange as it relates to relevant data elements (i.e. Customer/Contact, Inventory, Vendors, Purchase Orders, Invoices, etc.).

✓ **Integration with HRMSSoft**

The HRMSSoft Time & Attendance and Expense modules are integrated with the existing PV Pros payroll system to seamlessly calculate associate compensation. Attendance and expense also help PV Pros in identifying work costs and profitability.



Feedback from Britton Gibson, Project Coordinator, PV Pros

“Our organization has purchased multiple software packages from SalesForce (including HRMS & FS360) and we are absolutely thrilled with their platform and customer support!

The software is fantastic: it’s user friendly, has helped us get well organized, analyze large volumes of data, customized reporting, etc...

We will definitely be recommending them to our business partners and using them for our future/additional software needs!”