

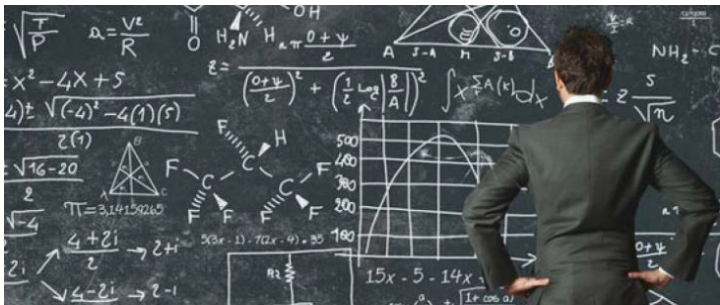
## Company Profile



SunTime Energy is dedicated to developing, maintaining, and operating infrastructure that supports alternative energy technologies.

SunTime Energy is one of the leading clean energy companies in the nation who is at the forefront of the “Green Movement”. Sun-Time not only manages Solar power system Designs and installations, but also provide the best leasing and financing options available to home owners and businesses. SunTime’s goal is to make every property more energy efficient and environmental friendly, while putting money back in the owner’s pockets, and raising their long term values.

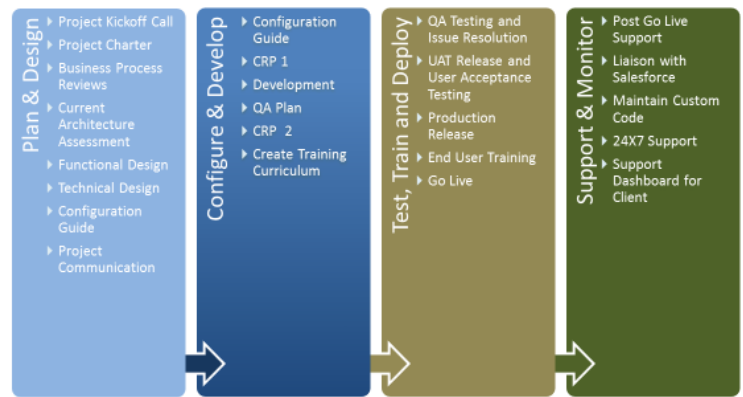
## Business Challenges



SunTime Energy is a multifaceted service provider. Sun-Time Energy prides itself on its customer service and the satisfaction of its clients. Sun-Time Energy’s broad experience has helped develop a proficient process for managing large scale projects from beginning to end, saving time and money on services and projects. As such, they realized that the best way to improve their service performance would be through transforming their service

At the same time, Sun-Time Energy was going through a phase managing their growing footprint. There was a need of the existing processes to be in a constant connection with vendors to enable bulk Purchase orders for faster turnarounds. Inefficient workflows and lack of real-time reporting were other reasons why it was time for a quick-to-implement cloud based field service solution.

## Strategic Engagement



In order to ensure the key outcomes of the FieldService360 project while managing project challenges, BiznusSoft initiated its practice-proven solution implementation and project management methodologies. This approach introduces a controlled process that ensures enhanced collaboration, improved user adoption, and reduced project risk. As a result, SunTime Energy was able to systematically and tactically address their functional and technological requirements without disrupting business operations. The BiznusSoft comprehensive service offerings allows for superior change management across all dimensions of the organization inclusive of people, process, and technology.



## FieldService360 Solution Benefits for SunTime



✓ **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 SunTime the capability to easily manage work orders for customers/prospects.

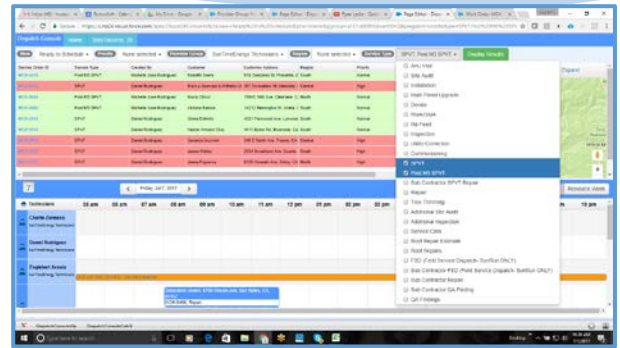
Automated status updates on the work order kept SunTime updated.

✓ **Purchase Order Management**

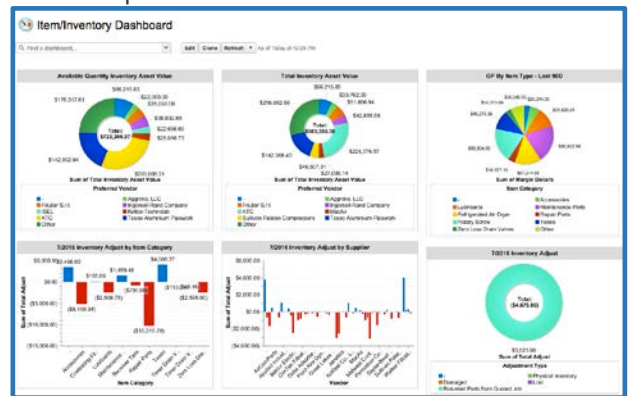
FieldService360 solution provides a comprehensive functionality to raise Purchase Orders, individually as well as in bulk. It reduces the turnaround time and enhances the customer experience.

✓ **Scheduling/Dispatch Management**

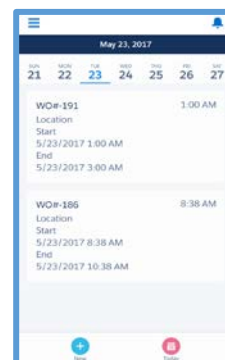
FieldService360 Dispatch Console provides SunTime Energy with drag/drop capabilities to assign work orders to technicians by viewing their availability on the calendar. This capability assists with managing a balanced workload across the workforce while taking in to account specific geographies, skill sets, among others. The Dispatch console also enabled dynamically changing work assignments and viewing locations of crew members and customers. Integration with Salesforce calendar could keep the technicians updated.



- ✓ **Inventory Management**- By utilizing the FieldService360 inventory module, SunTime could facilitate their entire inventory management process efficiently; from procurement to fulfillment.
- ✓ **Customer Invoicing Details**—SunTime utilizes the FieldService360 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.



✓ **FieldService360 Mobile Solution**



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

## Feedback from Natalie Eiger, Business Operations, SunTime

“BiznusSoft partnered with us to quickly roll out a complete Field Service Management solution which optimized our operations. We are extremely pleased with the implementation approach and FS360 solution. We highly recommend them.”