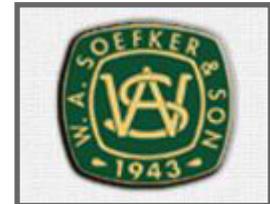


FieldConnect

Case Study: Soefker Services, LLC grows business using FieldAccess to reduce billing cycle time by 84% and recover \$1,800 per week of opportunity cost

The Company

Soefker Services, LLC is a division of Memphis-based W.A. Soefker & Son, Inc., a major regional provider of mechanical services for commercial, institutional, & industrial facilities. Soefker's 30+ field technicians perform a variety of services ranging from construction services to energy management to HVAC repair, maintenance, plumbing, and mechanical contracting.



The Challenge

Soefker wanted to improve the billing cycle by automating the back-office invoicing process using a mobile field software solution. The back office transcribed paper-based work orders and time cards to generate invoices. In addition, field technicians were spending time reconciling their payroll hours with work orders instead of spending time serving customers.

The Solution

In 2009, Soefker implemented FieldConnect's FieldAccess mobile electronic work order and time card software to integrate with its existing Sage 300 Construction & Real Estate (Sage CRE, formerly Sage Timberline) accounting software. The integration eliminated the need for transcribing paper-based time card and work order data into the accounting system. The software also streamlined the reconciliation of work order activity with payroll hours.

The Results

The integration of FieldAccess with Sage CRE reduced the billing cycle from an average of 8 days to 30 hours - an 84% reduction in billing cycle time - and Soefker used the software to grow its service business.

"The implementation also eliminated the need for technicians to spend 1.5 hours every Thursday to reconcile payroll hours," says Service Manager Steve Harvey. "With that time freed up, Soefker can now realize \$1,800 each week in additional, billable technician time."

Since 2009, Soefker has increased its number of deployed field technicians from 20 to more than 30.

About FieldConnect

FieldConnect provides mobile field service software to best-in-class field service organizations, driving service department revenue and removing inefficiencies. FieldConnect's solutions are an essential extension of Microsoft Dynamics (AX, GP, NAV, SL), Sage 300 Construction & Real Estate (formerly Timberline), and Viewpoint Construction Software's Vista by Viewpoint. www.fieldconnect.com

