# FieldOne: A Different Kind of Software Company

**W**hen you invest in a comprehensive software solution to drive your entire field operation matrix, you aren't relying simply on the logic, code and user interface of the software you've bought: *You are trusting your business to the people behind that software.* It's your reputation and relationship with clients. Your revenue. Your peace of mind.

We'd like to tell you a little about the team over here at FieldOne, to give you a better idea about the company that stands proudly behind its offerings. We hope you'll agree that our "corporate DNA" sets us apart and provides just another reason to join the long list of satisfied FieldOne customers.

The first characteristic is **experience**. We've been improving our software for more than a decade, which gives us two clear advantages: First, we have progressed in our technological know-how and creativity, harnessing the ongoing, exciting advances in software development. We have built, tested, replaced, improved and innovated *non-stop* with best-of-breed tools in the hands of our talented staff. Second, we have collected *tens of thousands* of comments, questions, and requests from customers (and would-be customers), eliminating the guesswork about what makes field service thrive. In essence, we have helped the field service industry grow and embrace the technology that drives it.

Ironically, there's a **flip side to this vast experience**: working with clients around the world has taught us that *no two field service businesses are the same.* Many software companies pride themselves on discovering and offering "The Solution." Their carefully-crafted user interface, logic, and workflow are the very cleverest on the market, and naturally, they expect that you will adapt your work

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style to match this optimized toolkit. But we know that you may have tried-and-true methods and processes that you aren't eager to toss aside.

So our approach is actually a lot more humble: We offer a feature-rich, scalable, flexible solution that has all the elements you need to streamline your business and see a rapid ROI; but importantly, it's a system built for **customization**. Whether it's role-based screens on a mobile device, a routing system that's "happy" to have its decisions second-guessed, reports that show only the data you want to see, or customer messaging tools that send friendly, personal updates, FieldOne offers all the options, resources and interfaces you need to make the system your own.

The same goes for system integration. You've invested significant time and serious expense in your data systems — ERP, Billing, Reference, Inventory management and more. You may be ready to part with some of these as a general technology upgrade — and we're pleased to offer features and modules to handle the challenge elegantly. But you *may* be looking to maintain some — if not most — of these systems. FieldOne is designed to connect seamlessly to these products, and maintain a bi-directional flow of data for optimal results.

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Finally, our approach to **professional services** may surprise you. Many software companies look to earn as much from their implementation and customization work as from the software license itself. (No one like to hear the phrase "*two months on site*"). We take the *opposite* approach by making the customization process clear, easy and often without requiring much involvement from our Professional Services team or even your IT Department! So while we're dedicated to providing top-level service from our knowledgeable, accessible support staff when needed, our goal is to offer software that doesn't require much of their help to run.

In short, it's not only in our software that we strive for quality, accessibility, dependability, and dynamic capabilities: those are the features we expect from our people as well. And it shows.