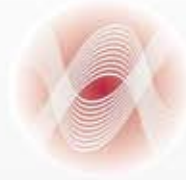


## CASE STUDY :

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### TOTAL ENERGY SYSTEMS A Proven Provider of Critical Power Solutions

Total Energy Systems distributes generators and diesel engines to provide power anywhere and everywhere. They offer a wide variety of options for any and every occasion regarding power. Not only do they offer great products, but they also offer a full range of protection plans from their service department.



**Total Energy Systems, LLC**

## PROBLEM :

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Total Energy Systems was struggling to accurately track calls, create and invoice parts and service orders and effectively manage warranties and service contracts. Paperwork from the field was sometimes incomplete or illegible leading to unbilled parts and service. Delays in getting paperwork back to the office coupled with lengthy processing procedures deferred invoicing by several weeks or more.

## ACTION TAKEN :

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Total Energy Systems needed an end-to-end field service management solution with deep functionality that could be seamlessly integrated with their ERP software. After performing an in-depth needs analysis and evaluating several service management options, Total Energy Systems selected Service Pro to manage their field service operations.

## RESULTS :

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The call taking and scheduling board features, along with point and click functionality for posting part numbers and labor job codes; resulted in a 30% increase in utilization for field technicians. Invoicing was now done same day resulting in a significant improvement in cash flow. Warehouse and truck inventories were real time and inventory adjustments decreased by over 50%. Reporting capabilities were increased dramatically with hundreds of standard and customized reports now available.

Total Energy systems is currently in the process of extending the Service Pro functionality to mobile devices to further automate the collection and movement of field data which will result in further cost savings and revenue enhancements to the company.