

NAVCO Chooses FieldOne Sky Field Service Management Solution to Drive Enhanced Customer Experience

Major business security firm required a cloud-based solution that could be rapidly deployed, easily configured and scale to meet significant growth plans



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FieldOne Systems, a leader in cloud-based field service software, announced today that it has been chosen by NAVCO to enhance the quality and agility of their field service operations, driving greater operational efficiency, productivity, and customer satisfaction company-wide. The largest privately held national electronic security system integrator in North America, NAVCO brings 40 years of business security expertise to leading companies across a spectrum of industries. NAVCO promises a 95% first-time success rate for service calls and required a field service management solution to not only maintain, but improve their service levels.

NAVCO's goal is to create customer champions to drive more revenue in existing accounts and provide references to grow their customer base. According to Paul Spruiell, VP Group Operations at NAVCO, a key requirement in their search was the ability to provide a portal so their customers could have real-time, robust visibility into their service requests. The goal of the portal is to better highlight the quality and speed of their service, leading to stronger customer loyalty and increased referral business.

Jim Hare, FieldOne's Senior Vice President of Sales and Marketing, explained why [FieldOne Sky](#) was a good match: "NAVCO approached us after having invested a year and half – and hundreds of thousands of dollars – on deployment and customization of one of our competitors' systems. FieldOne Sky provides no-code configuration to simplify [implementation](#) to support a customer's business processes. This powerful capability is a significant advantage of our solution, and we're delighted that NAVCO recognized that value in their assessment."

Regarding the selection, Spruiell recalls, "During the sales process, FieldOne took the time to listen to everyone involved in the evaluation to understand the drivers and requirements of [all of our users](#). In the end, we felt that FieldOne provided the comprehensive capabilities that we needed and offered a truly open solution platform that was more flexible, easier to integrate, and simpler to configure. We're looking forward to great things at NAVCO and we're confident

FieldOne can help us meet our very ambitious goals.”

About FieldOne Systems

FieldOne Systems provides state-of-the-art software and services addressing the complex challenges customers face in managing enterprise field service organizations. Our software enables companies to provide the most customer-centric and profitable field service possible. We recognized that the disruption driven by Mobility, Cloud, and Big Data required a revolutionary solution designed to harness the capabilities of these technologies and launched FieldOne Sky - the agile platform for intelligent enterprise field service management. Sky provides the most comprehensive feature set, an open architecture for simplified integration, flexible deployment options, and on-demand configuration. These combined elements drive rapid implementation, maximum adaptability, and the fastest ROI in the industry. FieldOne's technology is driving the success of diverse enterprises across a wide cross-section of industries. For more information visit: www.fieldone.com

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