FIELD SERVICE MANAGEMENT SOFTWARE OVERVIEW

Field service management software is the primary means by which modern field service companies can provide secure and feature-rich communication capabilities to their mobile personnel. With this kind of software, the primary focus is the efficient management of the entire breadth of field employees by simple, understandable means.

This type of software is becoming incredibly useful in the current business landscape. Managing large teams and individual employees has been made much easier, thanks to FSM software. Field service management software helps companies keep tabs on sales, booking, scheduling and tracking of personnel on the job. Field personnel can quickly and easily manage all of the paperwork that falls under their responsibility to create and submit without having to cut down significantly on the amount of work they can complete in a day with a ton of otherwise unnecessary office visits.
CUSTOMER SUCCESS SCORING METHODOLOGY

The FeaturedCustomers.com Customer Success score is based on data from our customer success content platform, social presence, as well as additional data aggregated from online sources and social media properties. Our ranking engine applies an algorithm to all of the data collected to calculate the overall Customer Success score. The overall Customer Success score is a weighted average based on 3 parts:

Content Score is affected by the following:
1. # of vendor generated customer success content pieces (case studies, success stories, testimonials, and customer videos)
2. Content quality score generated from all customer success content
3. % Change in Content over past 6 months
4. Number of employees (based on social media and public resources)

Social Score is affected by the following:
1. # of LinkedIn followers
2. # of Twitter followers
3. # of Facebook likes
4. Number of employees (based on social media and public resources)
5. Engagement across all platforms

Company Score is affected by the following:
1. Number of employees (based on social media and public resources)
2. Vendor momentum based on web traffic and search trends
3. Employee satisfaction and engagement (based on social network ratings)
4. % traffic increase to your Customer References
5. Lower Funnel SEO Key Term Rankings

CUSTOMER SUCCESS AWARDS

Market Leader (88 - 95)
Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.

Top Performer (84 - 87)
Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer’s products are highly rated by its customers but have not achieved the customer base and scale of a Leader.

Rising Star (80 - 83)
Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.
<table>
<thead>
<tr>
<th>ALL VENDORS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MARKET LEADERS</strong></td>
</tr>
<tr>
<td>servicemax</td>
</tr>
<tr>
<td>mHelpDesk</td>
</tr>
<tr>
<td><strong>TOP PERFORMERS</strong></td>
</tr>
<tr>
<td>VONIGO</td>
</tr>
<tr>
<td>Click</td>
</tr>
<tr>
<td>FieldEdge</td>
</tr>
<tr>
<td><strong>RISING STARS</strong></td>
</tr>
<tr>
<td>StreetSmart</td>
</tr>
<tr>
<td>Biznus Soft</td>
</tr>
<tr>
<td>Smart Service</td>
</tr>
</tbody>
</table>
ABOUT FIELDAWARE

FieldAware is re-shaping the field service industry. FieldAware's made-for-mobile, cloud-based field service management software is easy to use and built with incredible flexibility – a combination that enables field service organizations to better serve their customers and outperform the competition. The FieldAware software was architected as a cloud-based, native mobile platform. It works seamlessly with a business's existing applications, and has no incumbent legacy technologies to modify or migrate from. FieldAware combines its software with the industry’s best professional and support services, enabling companies to take full and rapid advantage of the power of mobility.

TRUSTED BY:

"When looking for a field service automation system that could keep up with the company’s fast-paced growth, we found FieldAware a true mobile solution. FieldAware’s mobile app made field work simpler and faster and eliminated the risk of losing a job."

Ronnie Evans
President & CEO, Builder Security Group

"We were doing pretty good before, but I feel like this has taken us a step up and made us that much better and will continue to enable us to be the best of the best at what we do."

James Fawcett
President and Chief Operating Officer, Accent Building Restoration, Inc.

"Choosing FieldAware has made me a star with my company and has made everything easier across the board."

Dave Reyes
Operations Manager, AC Mechanical

"The greatest thing is the real-time transfer of information. We used to have a lot of back-and-forth phone calls and e-mails, where we were spinning our wheels on one customer. Now we can access all of the information within FieldAware."

Brian Varisco
Director of Quality Control, Pebble Technology International

Content: 92
Social: 80
Company: 75

TOTAL WEIGHTED SCORE: 88

READ ALL 95 CUSTOMER SUCCESS REVIEWS FROM FIELDAWARE USERS