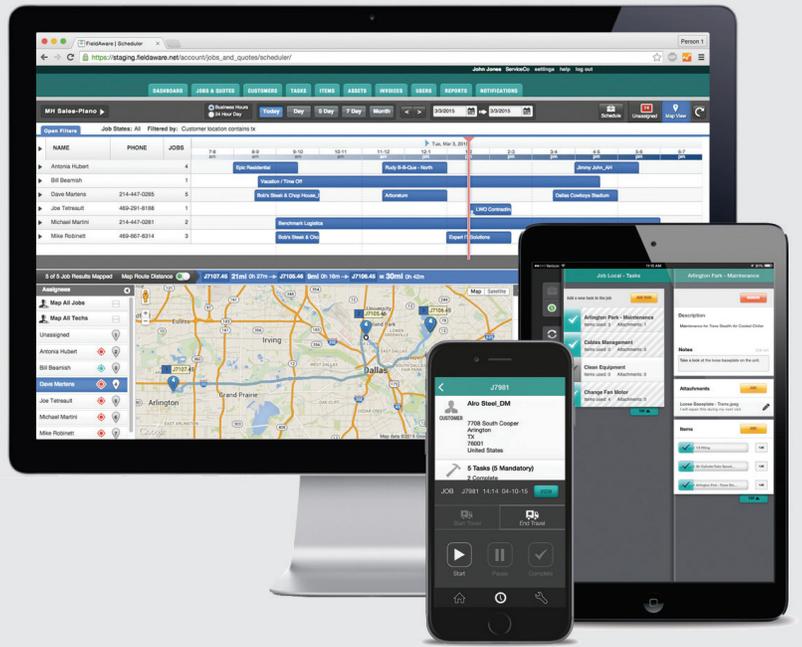


FieldLocate Helps The Flying Locksmiths Automate their Service

“The simplicity, combined with the functionality, was what drew me to FieldLocate. It’s made scheduling so easy. We have over 40 locations using it and they’re all very happy.”

Brett McMenimon - Chief Operating Officer



Company

The Flying Locksmiths Inc. was started more than 70 years ago in Dorchester, MA. Now with locations nationwide, they offer commercial repair and installation services on everything from card access systems to exit devices. Clients include large retail chains.

The Flying Locksmiths is rapidly expanding, with more than 70 locations nationwide and multiple new franchises planned..

Challenge

Brett McMenimon is chief operating officer of the company and a third-generation locksmith. Brett realized many of the company’s processes were outdated and not efficient. For instance, the dispatcher was still using paper and paper clips for orders and schedules. “One gust of wind, and everything went flying,” Brett says.

The billing process consisted of carbon copies of invoices handwritten by a technician. Accounting would manually enter information from the invoice into QuickBooks, often struggling to read the technician’s handwriting. “It was a complete time vacuum,” Brett says. “I pushed for change. If we could automate, it would free at least one person to take on other responsibilities.”

Brett started looking at field service management solutions to improve efficiencies and productivity.

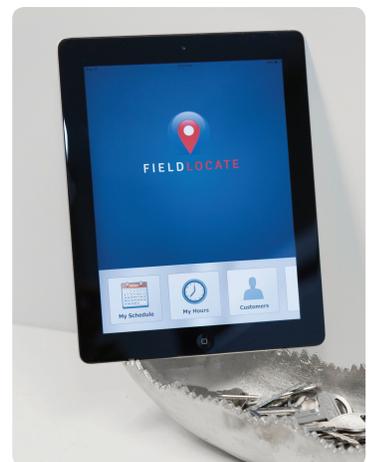
“I was looking for the right one to fit our needs,” he says. He wanted a solution that was easy to use, and would help manage remote operations, improve business performance and reduce costs. “FieldLocate had what we wanted,” Brett says.

The Solution

FieldLocate from FieldAware is an intuitive, business to consumer field service management solution that is designed specifically to help small to mid-sized businesses efficiently manage their field service operations, drive better business performance and reduce costs.

FieldLocate automates manual, time-consuming scheduling, invoicing and recordkeeping processes so users gain real-time, end-to-end visibility of their entire field service operations. Features include appointment scheduling, automated timesheets, job location mapping, reporting, instant invoicing and price book functionality.

FieldLocate is easy-to-deploy and affordable and can be accessed with a web browser or via a mobile app, giving business owners, office workers and field technicians access to critical business information anytime, anywhere. In the fast-paced environment of the field service industry, FieldLocate helps businesses quickly locate their field workers and manage appointments, customers and profits.



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More Information or to schedule a free demo:

 [FieldAware.com](https://www.fieldaware.com)





The Benefits

“Our office is the call center so we handle the schedules,” Brett says. Sometimes it gets hectic. FieldLocate is color-coded, which makes it easy for dispatch to monitor the technicians’ locations and current job status. When a new job is scheduled, FieldLocate identifies the closest technician and automatically sends an alert about the assignment. The alerts reduce the number of calls between the field and the office, and improve the overall productivity for the business. “The technicians can move much faster now because they know they have three more jobs to complete and they have to get the work done,” Brett says.

Happier Customers

Customers are happier as well.

“We were getting complaints from customers that they needed to know when we would arrive. Now alerts are automatically sent telling them we’re on the way. Customer service has improved 100 percent,” says Brett.

FieldLocate also has helped eliminate cumbersome paperwork. The company is much more efficient, and invoicing is considerably

faster, he says. When the work is performed, technicians create an electronic invoice on their mobile device and send it to the office. “We input the invoice into the system (FieldLocate integrates directly in to QuickBooks), check it for accuracy, and then send it to the customer.” By streamlining the process, the billing staff can take on other responsibilities.

Another feature Brett likes is the digital price book, which helps the company stay on top of inventory. “There are so many different locks that we offer,” Brett says. “With FieldLocate, the techs input their order and email it to the dispatcher, who uses FieldLocate to track the status, arrival, and if any inventory needs to be returned.”

Brett also likes that FieldLocate is web and mobile-based. Technicians can remotely access customer and work order information, request parts and complete transactions remotely, sparing themselves a trip to the office. Once they enter updates, the entire team has access to the information.

Plus, FieldLocate is easy to view. “There are awesome visuals,” Brett says.

“We can drag and drop anywhere, and we have ‘shuffle-ability,’ which I need. But one of the major attractions is that it is so simple to use. With FieldLocate, everyone was up to speed in two hours.”

FieldLocate has been a lifesaver,” Brett adds. “I looked at many solutions but the simplicity, combined with the functionality, was what drew me to FieldLocate. It’s made scheduling so easy. We have over 40 locations using it and they’re all very happy.”

Brett plans to roll out FieldLocate to all The Flying Locksmith locations. “It was well worth the investment,” he says.

Contact Us

To learn more about FieldAware or to schedule a demo:

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