
Software Solutions for Fire & Safety Service Companies

22 September 2006: by Mark Stair, President Axcis.Net



Companies that service fire and safety equipment have a tremendous amount of information that they need to track and manage. It's critical that this information is managed properly to prevent safety issues.

What is a Fire and Safety Service Company?

The Fire and Safety Service Company (FSSC) manages the service and maintenance of all safety equipment for their customers. This includes fire extinguishers, sprinkler systems, safety stations, alarm systems, and many other items. The unique needs of these companies include very detailed tracking of equipment to provide periodic inspections to meet code regulations. A single client may have 100's of safety equipment items spread throughout the facility, each item requiring periodic maintenance and inspection. The FSSC must keep detailed tracking of this equipment and the service history for each customer item. In addition the FSSC must manage the service or field technicians to provide their customers the best service while efficiently utilizing the technicians.

Let's break down the needs for the Fire and Safety Service Company:

- **Customer Information Management:** This is core need for the FSSC. This should include all the customer information, customer contacts including emergency contacts, all customer equipment for each site location, service history, and equipment repair history.
- **Service Orders and Dispatching:** Work order or service orders are generated to determine the services requested and performed, labor, materials, services, and customer equipment items repaired or serviced. The order system should be able to schedule the dispatch of technicians into the field.
- **Sales Management:** A healthy company should be searching new sales opportunities and accounts. Solid sales lead management software should be able to track leads, provide information for follow-up and allow notes of all contacts with the sales leads. In addition, it should be easy to create a proposal that can later be converted to a work order without any additional data entry.
- **Inventory Management:** Detailed tracking of inventory in stock, on order, on Purchase Orders and part of the customer equipment tracking is critical to accurately track inventory levels. Bar-coding facilities are also useful to quickly and accurately track inventory from receipt from a Purchase order, into inventory, to the order, and out to the customer equipment-tracking list.
- **Accounting:** Work orders need to be quickly converted to invoices so that the customer can be billed as soon as possible when the work is completed. Many companies already use accounting systems they and their accountants are familiar with, so it's great if the business solution can integrate with the existing accounting systems to eliminate double entry of information.

Solutions for Fire and Safety Service Companies:

The amount of information and tracking required by these companies is tremendous. A large disciplined staff *could* track all the information by paper, but it would limit the growth potential of the company, be very hard to maintain, be very reliant on a few key employees that “know where everything is”, and be difficult to provide reports to customers, government, or managers.

Software solutions are critical for this industry as the amount of information can quickly expand beyond the capability of a paper-based system. Two approaches for the software are to use separate computer type systems (like excel) or fully integrated software solution to meet all the needs mentioned above.

Service Management Professional (SMP) from Axcis.Net has an excellent solution for Fire and Safety Service Companies.

SMP provides all of the following features:

- Customer Information Management:
 - Handles multiple site locations for large corporate customers.
 - Tracks customer contract, notes, directions
 - Keeps a complete list of customer equipment including serial numbers, and maintenance and warranty expiration dates so the next inspection dates can be closely tracked.
 - Service History: Keeps complete service history tracking for each customer site.
 - Equipment repair service history: Provides reports on specific customer equipment repair history.
- Service Orders and Dispatching
 - Provides creation of service orders with service requested and performed.
 - Allows unlimited amount of technicians, hours and visits to complete the service.
 - Allows materials and services to be added to the orders.
 - Tracks repairs on specific customer equipment items.
 - Generates customizable service orders to print out or email to technicians.
 - Provides a calendar for scheduling and tracking technicians.
- Sales Management:
 - Tracks all sales leads or prospects.
 - Keeps unlimited notes with time stamps and user that entered the notes.
 - Tracks the sales stages, revenue potential and chance to close the deal.
 - Provides ability to track activities associated with all the leads for close follow-up.
 - Provides proposals that can be automatically converted to work orders.
- Inventory Management:
 - Provided detailed inventory tracking including units on hand, committed to work orders, or need to be order (Just in Time, JIT items).
 - Provide serialized inventory and bar-coding.
 - Provide unlimited warehousing of items
 - Order move seamlessly from a Purchase order to a work order and into the customer equipment list.
- Accounting:
 - SMP provides a receivables module so work orders can be converted to invoices and then printed or emailed to customers.
 - Payments are applied to invoices through SMP.

- Recurring invoices can be setup to automatically generate invoices on the designated periodic schedule.
- Optionally: SMP has a best-in-class synchronization with QuickBooks™ (QB) so invoices are sent to QB with all relevant information. Invoices can be sent to customers in either SMP or QB. Payments can be entered in either SMP or QB providing the most flexibility for accounting personnel.

In summary, SMP from Axcis.Net provides a complete solution for Fire and Safety Service Companies. The comprehensive, yet easy to use software meets the needs of this industry so that SMP users can provide best in class service to their customers and keep in compliance with industry standards. SMP's optional integration with QuickBooks provides a solution that does not disrupt the accounting personnel or accountants.

SMP from Axcis.Net will provide the following benefits:

- Easy to access customer information
- Collaborative solution that can grow with your business
- Comprehensive solution providing all business needs in one software package eliminating double entry of data.
- Seamless integration with QuickBooks to leverage the leading accounting software already used in the business.
- Successful, proven software from a company focused on this industry for 19 years.

For more information or to schedule a demo of SMP, please contact 800-585-1696, visit www.axcis.net, or email sales@axcis.net