



InterWeave Smart Solutions

FIELDBUDDY CASE STUDY



Customer: Paragon Security NYC
Website: <https://paragonsecurityny.com/>
Industry: Locksmith
Country or Region: New York, NY

Vendor: Field Buddy, The Netherlands
Industry: Field Service Automation Solution
Website: www.fieldbuddy.com

Partner: InterWeave Smart Solutions
Industry: CRM Integration
Website: www.interweave.biz

Customer Profile

We work in a competitive market and for that reason it is essential to differentiate ourselves from our competitors. Over the years we have been working to create a company that provides services by the values it has been established upon. We practice these values in the office, with colleagues, over the phone, with customers and by our appearance and daily being.

Reliability is established through actions and practices in our daily business routine where we take upon ourselves to schedule and perform our work in a professional manner, on-time performance, neat appearance and transparent pricing. This will significantly reduce the unknown factor that intimidate customers from our services and will put our reliability and service values into practice.

InterWeave Smart Solutions Profile

With offices in New York, Connecticut and Toronto, Integration Technologies, Inc. (ITI) developed "InterWeave[®]", a comprehensive SaaS integration platform with solutions that connect CRM, Financial Applications, Payment Solutions, POS Solutions and more — all in the Cloud. ITI's complete, configurable solutions.

There are a variety of InterWeave Smart Solutions available; from CRM, Financial, Payment Gateways, Integration Gateway, POS Solutions and more. Contact us at 203 274 5226, email sales@interweave.biz or visit our web site— www.interweave.biz.

InterWeave SMART Solutions deliver powerful yet easy-to-use configurable integration Solutions for Paragon Security NYC, allowing seamless integration of data uni or bi-directional from their FieldBuddy Mobile Service Solution to Financial Applications, ACH/CC Payment Gateway's, and more..

"We're a small Locksmith and Security company for which I am Accounts Receivable and Systems Admin. Integration between Salesforce and QuickBooks supports the majority of my responsibilities and if InterWeave isn't working I can't work. That said, I love InterWeave and their team. The systems are very reliable and if there is any troubleshooting necessary the support articles in place are excellent resources to utilize. The staff is fantastic; Alex and Dmytro are great to work with and take a lot of time to help me understand what's happening or resolve situations. They're great about coming up with ways for us to grow our systems and processes. Bruce is also wonderful; highly responsive and incredibly helpful. <https://paragonsecurityny.com>. This group is a 5 out of 5.

Sam Tang, Paragon Security NYC

FieldBuddy Features:

- **Mobile:** With FieldBuddy Mobile on a tablet or laptop the technician has all the necessary information within reach, always and everywhere and even when an internet connection is temporarily unavailable, the technician can continue due to the offline modus.
- **Easy Configuration:** FieldBuddy offers an out-of-the-box configuration to support your service processes and to work with the data that is important for these processes: contracts, assets and locations, service requests and work orders, parts, activities, expenses and timesheets.
- **Dispatch:** When it comes to solving a customer problem on site, maintaining an installation, executing a sales order or performing inspections or measurements: assigning the right technician at the right time to the right job is a key factor in optimizing your service process.
- **Connect:** FieldBuddy easily integrates with other systems with InterWeave. QuickBooks, Sage, etc.

InterWeave Features:

- **Invoices are** created from Service Agreements and Work Order objects
- **Invoices are** automatically created and manually triggered.
- **Invoiceable Item objects** are used to create line items for invoices.
- **Invoices** are automatically created in QuickBooks at interval timings set by you.
- **FieldBuddy and QuickBooks** is a configurable Solution, one you can easily change, update, etc. at any time.
- **FieldBuddy easily integrates** with other systems with InterWeave: Peachtree, Sage, Microsoft Dynamics and others.
- **Integration** with your payroll processor is available; ADP, Paychex, Paylocity and more.
- **Premium Combined Server** option is now available for our FieldBuddy customers. Your InterWeave Solution running on your server —practically