

6 STAGES OF THE FIELDBOSS CUSTOMER EXPERIENCE

The 6 Stages of the FIELDBOSS Customer Experience are designed to help our clients get the most out of their software. We want to provide you with the resources to reach your full potential. We focus on educating our customers, turning them into subject matter experts and then providing them with additional support and knowledge over time.



SALES

At FIELDBOSS, our approach to the sales process focuses on customer education. We believe that providing prospective customers with the information and transparency of our product is the best way to foster a long-term relationship and allow you to make the decision on why FIELDBOSS is the right product for your business.

What better way to educate our customers than providing standardized or customized product demonstrations, open discussion on our long-term product strategy, references to our many happy customers or tips and tricks from the industry we have picked up along the way!



PLANNING ENGAGEMENT

The planning process is used to bridge the gap between our customers, our staff, and our award-winning software solution. If you want something done right the first time, you need to spend the time planning what you want the final product to look like!

Typically lasting 4-6 weeks, the planning engagement is a series of meetings with experienced FIELDBOSS Consultants and Project Managers to identify what makes your business unique, what makes it like others in your industry, what you need from a software solution and the first step to creating a long-term relationship between you and FIELDBOSS.



[The Planning Engagement: A Foundation for a Successful FIELDBOSS Implementation](#)

ONBOARDING

At FIELDBOSS, our customers claim a success rate of over 95% during our project close meetings. We attribute this fact to having a proven process for onboarding new customers that focuses on collaboration between our experienced senior implementation consultants and our newest FIELDBOSS users.

Our onboarding projects follow an implementation methodology that typically takes 8-16 weeks from kick off to go live. We have budgets, specific tasks and deliverables for system configuration, data migration, training, testing, go live assistance and even post go live support. Our project managers track deadlines and provide a transparent view of the project progress to our customers throughout the process.



SUPPORT

We have made it a company wide focus to offer exceptional and unprecedented levels of support to our customers.

At FIELDBOSS, we value your time and have dedicated staff monitoring our support email inbox at every minute of operating hours. By making sure we have staff available with the skills to resolve your issues, we resolve over 80% of customer service requests the same day they are made.

[FIELDBOSS Service & Support: Hear What Our Clients Are Saying](#)

ENHANCEMENTS

As the industry changes, government regulations come into play, your business expands and your customers' requirements grow, so does your expectations or needs from your software.

Our ability to offer customer's system enhancements whether they have been with FIELDBOSS for 1 month or 5 years, allows you to feel confident that we are here to help, no matter what the future throws your way.

When there is a new problem that affects your business, we take the time to understand the issue and design a solution that works. We work with you on a resolution that fits both the short term need and long-term vision of your system and business.



[FIELDBOSS Wins Resco Business Impact of The Year Award](#)

UPGRADES

No one can predict what their business will look like in 1, 3, 5 years into the future. So, it is important when selecting a software to know that the company behind it is focused on continuous improvement. That is why 10 years ago we made the decision to build FIELDBOSS on Microsoft, who shares this value with us.

Over the past 5 years at FIELDBOSS we have had 5 major releases and dozens of patches and hot fixes. Our engineering team prides themselves on developing one new major product release every year. That release is built from features requested by our clients, our sales team, and our experienced consulting staff.

Providing customers with new features every year, consultants that specialize on upgrading your environments, and assisting your staff in learning those new features is imperative to our role as your software provider.



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