

Customer Story

MARCH ELEVATOR

Discover how Toronto's oldest independent elevator contractor modernized its operations, scaled from 300 to over 1,200 units, and transformed its service delivery with **FIELDBOSS**.



COMPANY

March Elevator

INDUSTRY

Elevator Contracting

LOCATION

Toronto, Ontario

THE CHALLENGE

When the current leadership team took the reins in 2018, March Elevator had ambitious goals for growth, but their paper-based systems and manual processes were holding them back. Everything from work orders and payroll to customer communication was tracked by hand, limiting scalability and operational efficiency.

At the same time, the team recognized that true digital transformation would require more than just software. They needed a flexible, secure, and future-proof technology foundation that could scale with them. They explored multiple options, including Lift Keeper, which catered to the elevator industry but offered limited flexibility and shared feature sets across all customers; and broader platforms like Salesforce, which lacked the elevator-specific workflows and terminology they needed.

Ultimately, these options felt like compromises. March Elevator didn't want a cookie-cutter tool or a generic CRM requiring extensive customization and external development resources. They needed a system that could:

- Eliminate manual workflows and paper-based systems
- Scale efficiently without ballooning the admin team
- Integrate with Microsoft's cloud environment for security and long-term support
- Support customizations that deliver a competitive advantage
- Evolve alongside ongoing changes in cybersecurity, compliance, and ERP technology

FIELDBOSS emerged as the only solution that met all these criteria. Built specifically for the elevator industry on Microsoft Dynamics 365, it offered the balance of industry expertise, customization, and long-term technological stability that March Elevator needed to confidently grow.

BACKGROUND

March Elevator is a third-generation, privately owned elevator company serving the Greater Toronto market since 1961. Founded by Lyle March, the company has grown into one of the region's most respected independent contractors, now under the leadership of brothers Matthew and Jeff Sayewich alongside partner J.R. Lewis. With a strong focus on customer service and field technician excellence, March Elevator has expanded from 300 to over 1,200 contracted elevating devices in under a decade.

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FIELDBOSS has been pivotal in allowing us to scale our business. We simply couldn't have grown the way we did without it.”

Matthew Sayewich,
CFO & VP of Modernizations
March Elevator

WHY MARCH ELEVATOR CHOSE FIELDBOSS

March Elevator chose FIELDBOSS for its deep industry focus, flexible platform, and strong partnership model. More than just a software vendor, FIELDBOSS demonstrated a commitment to understanding March Elevator's business inside and out, working alongside their team to configure the system to their unique goals and workflows.

Built on Microsoft Dynamics 365, the platform offered March the ability to create competitive differentiation without the rigidity of closed systems or the high overhead of custom development. Matthew appreciated that, unlike other options, FIELDBOSS was both tailored and future-ready, backed by the confidence of Microsoft's ongoing investment in cloud technologies.

"We knew right away we needed a partner who understood our industry, challenges, and goals. FIELDBOSS wasn't just software—it was the right foundation for where we were going."

From the outset, the FIELDBOSS team provided responsive, hands-on support. Implementation included data migration, a customized mobile experience, and thorough office and field staff training. March Elevator opted to stay closely engaged with the backend and configuration tools, and FIELDBOSS gave them the access and knowledge to do just that.

As the business and platform have evolved, so has the relationship. Whether troubleshooting issues or rolling out new features, March has relied on the continuity of support and familiarity with the same key team members who helped them from the start.

"We've seen FIELDBOSS grow just like we have," says Sayewich, "and the people we started with are still there when we need them. That kind of relationship is rare in software."

THE RESULTS

Since adopting FIELDBOSS, March Elevator has gained control, visibility, and scalability across the business without compromising service quality or overloading internal teams. They've modernized their technology stack with a secure, cloud-based platform built for the long haul. The transition marked a turning point: moving from a fragmented, manual environment to a fully integrated system built for continuous improvement. With Microsoft at its core, FIELDBOSS has empowered March to grow confidently, adapt quickly, and stay ahead of operational and security requirements.

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Partnering with a Microsoft-based solution gave us the confidence that our systems would keep evolving. We knew we were investing in a platform backed by a global technology leader that's not going anywhere. With Microsoft, we're not worried about obsolescence, vendor lock-in, or finding skilled people to support us. FIELDBOSS, built on that foundation, is a future-proof solution that grows with us, not around us."

Matthew Sayewich,
CFO & VP of Modernizations
March Elevator

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SCALABLE GROWTH

The company expanded from 300 to over 1,200 contracted units without needing to triple its back-office staff. Real-time data and automation empower each team member to do more with less. The system has eliminated countless manual steps from scheduling and maintenance tracking to customer communications and billing. This has allowed the team to focus on delivering exceptional service while confidently scaling operations.

FIELD TECH ENABLEMENT

Elevator technicians have embraced the mobile app, gaining reliable access to information and streamlined job tracking. Whether on-site at a repair or conducting inspections, techs can instantly view work orders, upload notes, and document service calls in real time. This connectivity ensures they stay informed and productive without the delays of paper-based workflows. New hires find the app intuitive and fast to learn, reducing ramp-up time and allowing them to contribute quickly. Field staff also appreciate the consistency and reliability of the platform, especially compared to more generic or outdated systems they may have used elsewhere.

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We've kept our admin team lean while expanding our service footprint. With FIELDBOSS, one person can do the work of three.

Matthew Sayewich,
CFO & VP of Modernizations
March Elevator

THE RESULTS

LEAN ADMINISTRATIVE OPERATIONS

FIELDBOSS has allowed March to maintain a lean administrative staff. Data centralization, automated reporting, and optimized workflows mean fewer resources are required to manage a growing portfolio. With quick access to real-time service data, account managers can respond to customer inquiries faster and confidently make decisions. The system reduces duplication, streamlines internal communication, and keeps everyone aligned, without increasing headcount. As March grows, the administrative workload remains manageable, allowing the business to scale smartly without compromising quality or responsiveness.

FULLY INTEGRATED, FUTURE-PROOF STACK

With FIELDBOSS integrated with Microsoft Dynamics 365 Business Central, March Elevator moved from disconnected legacy systems to a fully cloud-based, browser-accessible ERP and CRM platform. This architecture ensures long-term support, ongoing product innovation, and security that evolves with modern threats. The Microsoft

**Future-Proof Your
Elevator Business
with FIELDBOSS**

Book A Demo Today