

Customer Story

LIFTEC EXPRESS

Liftec Express Builds a Stronger, More Independent Field Service Operation with FIELDBOSS

After separating from Otis, Liftec Express needed more than a new system. It needed a clean operational foundation, a confident field team, and a go-live that would not slow the business down. And it needed all of that on a compressed timeline.

With FIELDBOSS and change management support from Fluid IT Consulting, Liftec Express moved quickly from transition planning to live operations.

THE CHALLENGE: Too Much Friction, Not Enough Flow

The previous environment had become difficult for teams to work with. Processes were slow, information was fragmented, and employees often had to wait on systems instead of using them to move work forward.

Some of the biggest pain points included:

- Purchase order numbers could take hours to come back.
- Engineers struggled with mobile connectivity and offline work.
- Service sheets could be delayed when jobs could not be closed from the field.
- Sales teams had to spend too much time on manual entry.
- New devices and contracts could take more than 2 hours to load.
- Reporting required pulling information from multiple sources and stitching them together.
- Projects were handled separately, limiting visibility across the full operation.

For Liftec Express, this was more than an inconvenience. It affected speed, visibility, employee confidence, and customer communication. The company needed a system that supported how the business wanted to operate next, not one that forced teams to work around old constraints.



COMPANY

Liftec Express

INDUSTRY

Lift Service & Maintenance

LOCATION

United Kingdom

BACKGROUND

Liftec Express is a UK-based lift service business supporting customers through responsive maintenance, repair, and field service operations. With engineers in the field and office teams managing service, sales, finance, and customer communication, the company depends on connected systems that help work move quickly from the site to the back office.

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“It has been the most positive software change I have ever been through.”

Lisa Nicholls,
Head of Sales and Marketing
Liftec Express

Why FIELDBOSS: A Platform Built for the Way Lift Companies Work

Liftec Express worked with Fluid IT Consulting to evaluate the market and select the right solution.

FIELDBOSS stood out because it gave Liftec Express a field-service-focused platform built on Microsoft Dynamics 365 Business Central, with Resco supporting the mobile field experience.

That combination mattered.

FIELDBOSS gave Liftec Express:

- A familiar Microsoft foundation
- A more connected operating environment
- Fewer disconnected systems and bolt-ons
- A mobile experience better suited to field engineers
- Better visibility across service, projects, sales, and finance
- A roadmap for continued improvement
- A platform that could grow with the business

This was not just about choosing software. It was about choosing the system that would shape Liftec Express's next chapter.

The Approach: FIELDBOSS Delivered the System. Fluid IT Consulting Supported the Change.

Liftec Express understood that a successful go-live would depend on more than technical delivery. The new system had to work, but the people using it also had to feel ready, informed, and confident.

FIELDBOSS led the implementation, bringing the platform, project structure, training, UAT process, and go-live support. Fluid IT Consulting supported the people side of the transition, helping Liftec Express manage expectations, prepare employees, reinforce training, and build adoption before and after launch.

That combination created a stronger implementation model:

FIELDBOSS brought the platform and implementation structure.
Fluid IT Consulting brought focused change management.
Liftec Express brought strong internal ownership.

Together, the teams kept technology, process, and people moving in the same direction.

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“FIELDBOSS gave us the freedom to build things around the way we want to work as an independent company. The team feels comfortable, the field is happy, and people feel empowered to do what they need to do.”

Esther Byhurst,
Head of Business Transformation
Liftec Express

“FIELDBOSS delivered the system, but change management helped make sure people were ready to accept it, use it quickly, and start creating efficiencies sooner.”

Sarah Toulson,
Fluid IT Consulting

The Implementation: Fast, Focused, and Controlled

The timeline was compressed, but Liftec Express did not experience the project as rushed or chaotic.

FIELDBOSS provided the team with a clear path through implementation, including defined milestones, active issue tracking, onsite go-live support, and responsive communication across time zones. That structure helped Liftec Express keep momentum without losing control of the details.

For Esther Byhurst, Head of Business Transformation at Liftec Express, that made a significant difference during a high-pressure transition.

The Adoption Win: Engineers Could See the Difference

Field adoption can make or break a system change, especially when technicians have already been frustrated by previous tools.

Liftec Express expected some resistance from engineers. The field team had dealt with mobile connectivity issues, clunky workflows, and jobs that could not always be completed onsite. Those frustrations had shaped how they viewed system change.

FIELDBOSS changed that conversation.

Engineers found the new system simpler, more intuitive, and better aligned with how they worked in the field. With Resco's offline capability, they could keep moving even when connectivity was limited. They could also raise issues, jobs, and field requests directly from the site, giving office teams faster access to the information they needed.

For Liftec Express, that early field confidence was a major win. When engineers are willing to use the system, information moves more quickly, follow-up happens faster, and customers receive a more responsive service experience.

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“The FIELDBOSS team felt like a safe pair of hands. They understood the deadline, stayed close to the details, and helped us get through the project without making it feel stressful or overwhelming.”

Esther Byhurst,
Head of Business
Transformation

“FIELDBOSS feels like it was built with the user in mind. Information is easier to find, and the system makes much more sense for the people who actually need to use it.”

Lisa Nicholls,
Head of Sales and Marketing
Liftec Express

Early Impact: What Changed in the First

Within the first few weeks, Liftec Express was already seeing practical improvements in how field information, quoting, service work, and billing moved through the business.

Early results included:

- Field requests became easier to capture and act on.
- New devices and contracts could be entered in minutes instead of hours.
- Purchase orders could be created much faster.
- Engineers could raise issues and requests directly from the site.
- Office teams gained faster access to field information.
- Projects could be viewed alongside the rest of the operation.
- End-to-end processing from callout through billing was working within the first couple of weeks.
- Post-go-live issues were logged and resolved quickly, often within the hour or the same day.
- The business kept operating through the transition.

One of the clearest wins was field requests. With engineers able to capture information from the site and send it back to the office more effectively, Liftec Express gained better visibility into work that may previously have been delayed, missed, or harder to turn into action.

For the sales and quoting team, that created new momentum. Field requests began surfacing quickly, giving the business a clearer view of opportunities coming from the field.

Confidence Through Go-Live and Beyond

For Liftec Express, one of the biggest signs of success was what did not happen.

There was no major disruption. No operational standstill. No crisis moment that stopped the business from working.

The team came into go-live prepared for problems. Instead, the business kept moving. Questions came in, issues were logged, and FIELDBOSS responded quickly. Many items were handled within the hour or the same day, giving users confidence that the system was not only live but supported.

For a company separating from a former parent company and establishing its own operating foundation, a smooth go-live was not just a project milestone; it was proof that Liftec Express made the right choice.

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“Field requests have been a game changer. We are seeing opportunities come through faster, and that is real ROI for the business.”

Lisa Nicholls,
Head of Sales and Marketing
Liftec Express

With FIELDBOSS and Business Central, Liftec Express gained more than a working system. It gained a more connected operating model and the ability to shape processes around how the business wanted to work independently. Field, office, sales, projects, and finance could now operate with better visibility, more control, and a stronger foundation for future improvement.

The project also proved that distance did not have to become a barrier. Because FIELDBOSS is based in North America and Liftec Express is in the UK, support coverage was a real consideration. Fluid IT Consulting and Liftec Express needed to know that time zones, travel, and availability would not delay the project.

FIELDBOSS addressed that concern through onsite go-live support, open communication, responsive project resources, and European-based support availability. What could have felt like a distance challenge became another source of confidence.

The Result: Ready to Move Forward

Liftec Express needed to separate from Otis, stand up its own system, bring employees through the change, and keep the business running. With FIELDBOSS, Business Central, Resco, Fluid IT Consulting, and strong internal leadership, the company was able to do exactly that.

The result was not only a successful go-live but also a significant performance improvement. It was a stronger operating foundation for the next stage of the business.

Liftec Express now has a more connected field service platform, better visibility across the business, faster workflows, and a field team that adopted the system with confidence. Just as importantly, the company has a system it can continue to shape to reflect how it wants to work as an independent lift service business.

The project worked because the right teams moved in the same direction. Liftec Express owned the change internally. FIELDBOSS delivered the system and implementation structure. Fluid IT Consulting supported the people side of adoption. Together, they helped Liftec Express move forward without losing momentum.

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“My hesitation was the time zone and offshore support, but FIELDBOSS worked to mitigate that risk. They were onsite, communication was open, and the team went above and beyond to make it work.”

Sarah Toulson,
Fluid IT Consulting

Moving Through Change? Keep the Business Moving.

Whether you are growing, separating from a larger organization, replacing legacy systems, or bringing field and office teams closer together, FIELDBOSS gives elevator contractors the platform and implementation support to move forward with confidence.

**Talk to FIELDBOSS
about your next
system move.**