



Field Service Automation
Product Roundup:
SAMPLE

Introduction

Thank you for purchasing **myCTO's** *Field Service Automation Product Roundup™*. We hope this important information will help you evaluate and select the right software for your business.

More and more field service companies of all sizes are turning to Field Service Automation software to help their businesses run more profitably. But unfortunately, these software packages are not easy to find. We at **myCTO** have taken the time to search the Internet and speak to vendors to collect all the information we could find on these products and present it to you in a usable form. We're not here to recommend one software package over another. Only you know your business well enough to make that decision. We can help set you on the right track by giving you the knowledge you need to focus your software selection efforts more efficiently.

Our criteria for determining which products to research were quite simple:

1. The product had to be geared to small businesses in the general field service industry.
2. The vendor had to have a website.
3. The vendor had to have at least one office in the United States.

Using these criteria, **myCTO** researched over 40 products, 9 of which fell into the "software on demand" category. For a thorough explanation of this kind of software, please refer to our **free article**, *A Short Guide to Software On Demand*, available at www.mycto.com.

In this **Product Roundup™**, you'll find information about features, pricing comparisons, and more for the 9 on-demand products we examined. We urge you to download and read our **free article** *A Short Guide to Field Service Automation*, available at www.mycto.com, to familiarize yourself with the features we refer to in this report.

Once you've identified a "short list" of products that interest you, we recommend that you purchase our **Product Detail Reports™** for each of them. These reports are also available at www.mycto.com and will give you more specific information about an individual product.

As always, please feel free to contact us with any questions, comments, or suggestions at info@mycto.com. We'd love to hear from you.

What's Inside?

This **Product Roundup™** contains information about the following Field Service Automation software products (in alphabetical order):

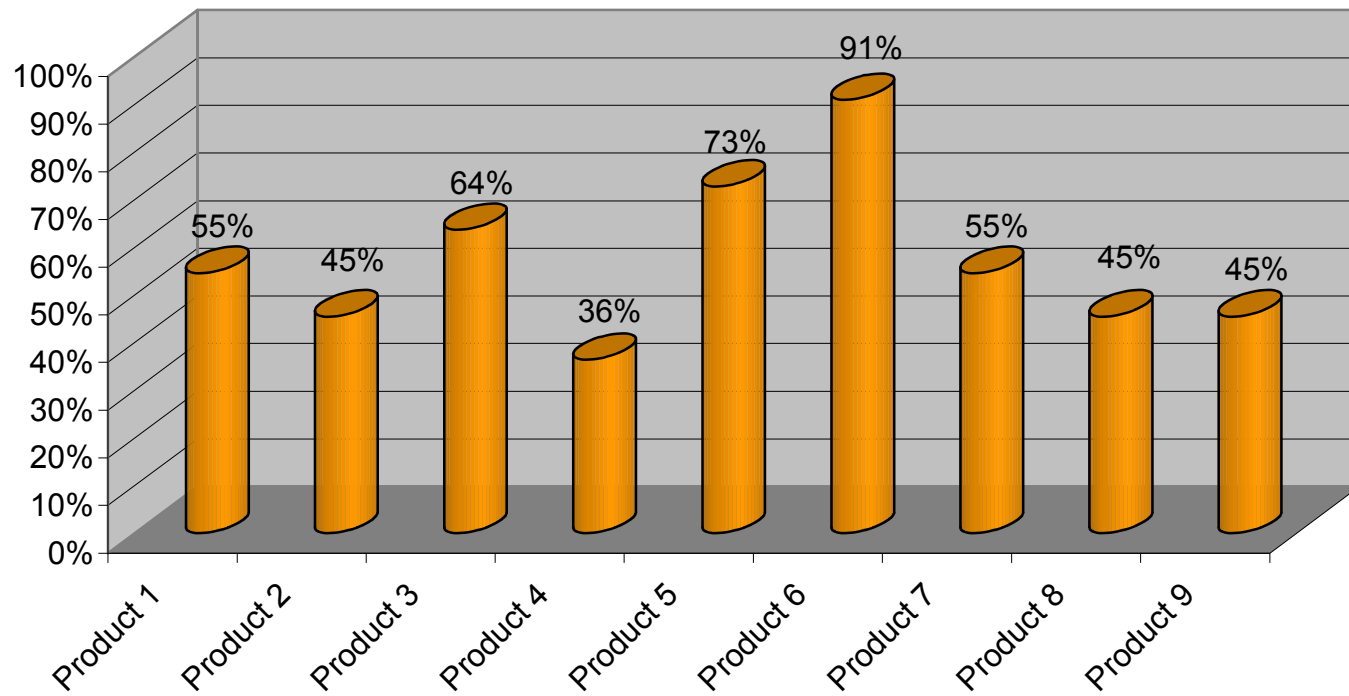
<u>Product Name</u>	<u>Vendor Name</u>
Product 1	Vendor 1
Product 2	Vendor 2
Product 3	Vendor 3
Product 4	Vendor 4
Product 5	Vendor 5
Product 6	Vendor 6
Product 7	Vendor 7
Product 8	Vendor 8
Product 9	Vendor 9

Product Features Comparison

During our research, we identified 11 key feature categories that represent all the things Field Service Automation products can do. The “Features At-A-Glance” chart identifies the feature categories for each of the products. The “Feature Scores” chart on the following page gives an overall score for each product based on how many of the 11 feature categories it covers. You can use these charts to focus your attention on those products with the features that are most important to you. For more specific information about how these features are handled by individual products, take a look at our **Product Detail Reports™**, available for purchase at www.mycto.com.

FEATURES AT-A-GLANCE	Contract Management	Employee Management	GPS	Inventory Tracking	Job Tracking	Mapping	Marketing	Mobile Workforce	Preventive Maintenance	Quotes/Estimates	Warranty Management
Product 1											
Product 2											
Product 3											
Product 4											
Product 5											
Product 6											
Product 7											
Product 8											
Product 9											

FEATURE SCORES

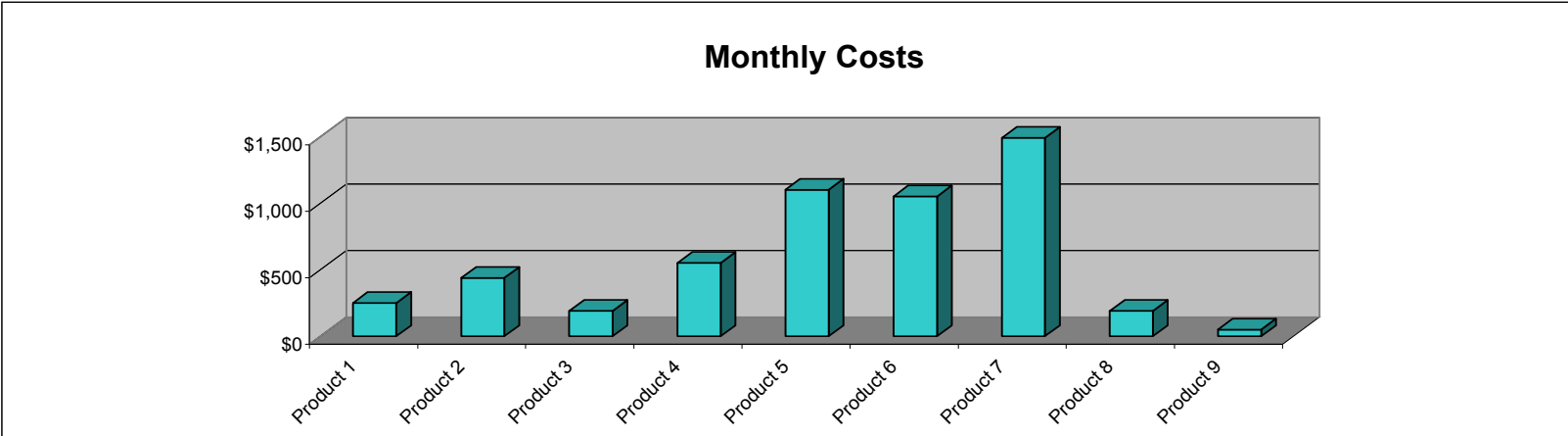
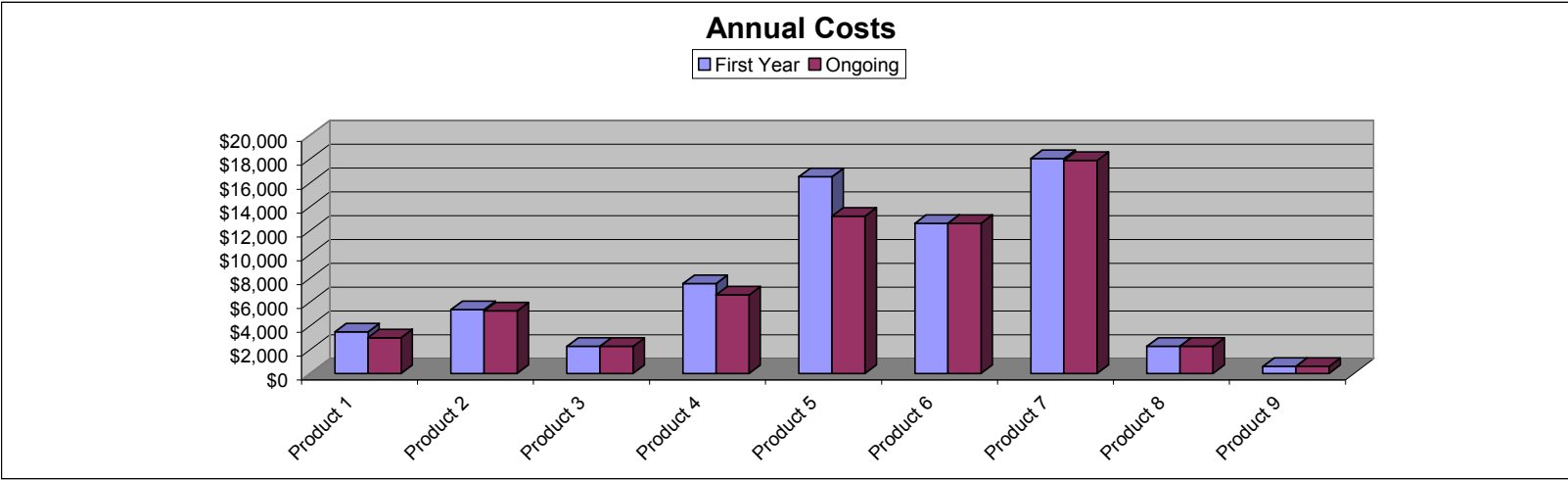


Product Pricing Comparison

PRICING	FIRST YEAR COSTS ¹			ONGOING COSTS ²		Trial Version
	Setup Fee	Monthly Cost for up to 10 Users	First Year Cost for up to 10 Users	Monthly Cost for up to 10 Users	Annual Cost for up to 10 Users	
Product 1	\$500	\$250	\$3,500	\$250	\$3,000	Pay as you go, no contract
Product 2	\$99	\$438	\$5,355	\$438	\$5,256	15-day free trial
Product 3	NONE	\$190	\$2,279	\$190	\$2,279	Pay as you go, no contract
Product 4	\$950	\$550	\$7,550	\$550	\$6,600	30 days
Product 5	\$2,500	\$1,100	\$16,500	\$1,100	\$13,200	Will refund cost of licenses
Product 6	NONE	\$1,050	\$12,600	\$1,050	\$12,600	Yes
Product 7	\$150	\$1,490	\$18,030	\$1,490	\$17,880	30-day pilot
Product 8	NONE	\$190	\$2,280	\$190	\$2,280	14-day free trial
Product 9	NONE	\$50	\$599	\$50	\$599	Restricted version available; no time limit

¹ First year costs include setup, support, initial training, upgrades and updates, wireless devices and service plans, if any.

² Ongoing costs include support, training, upgrades and updates, and wireless service plans, if any. Please see Product Detail Reports for itemized costs.



Special Features

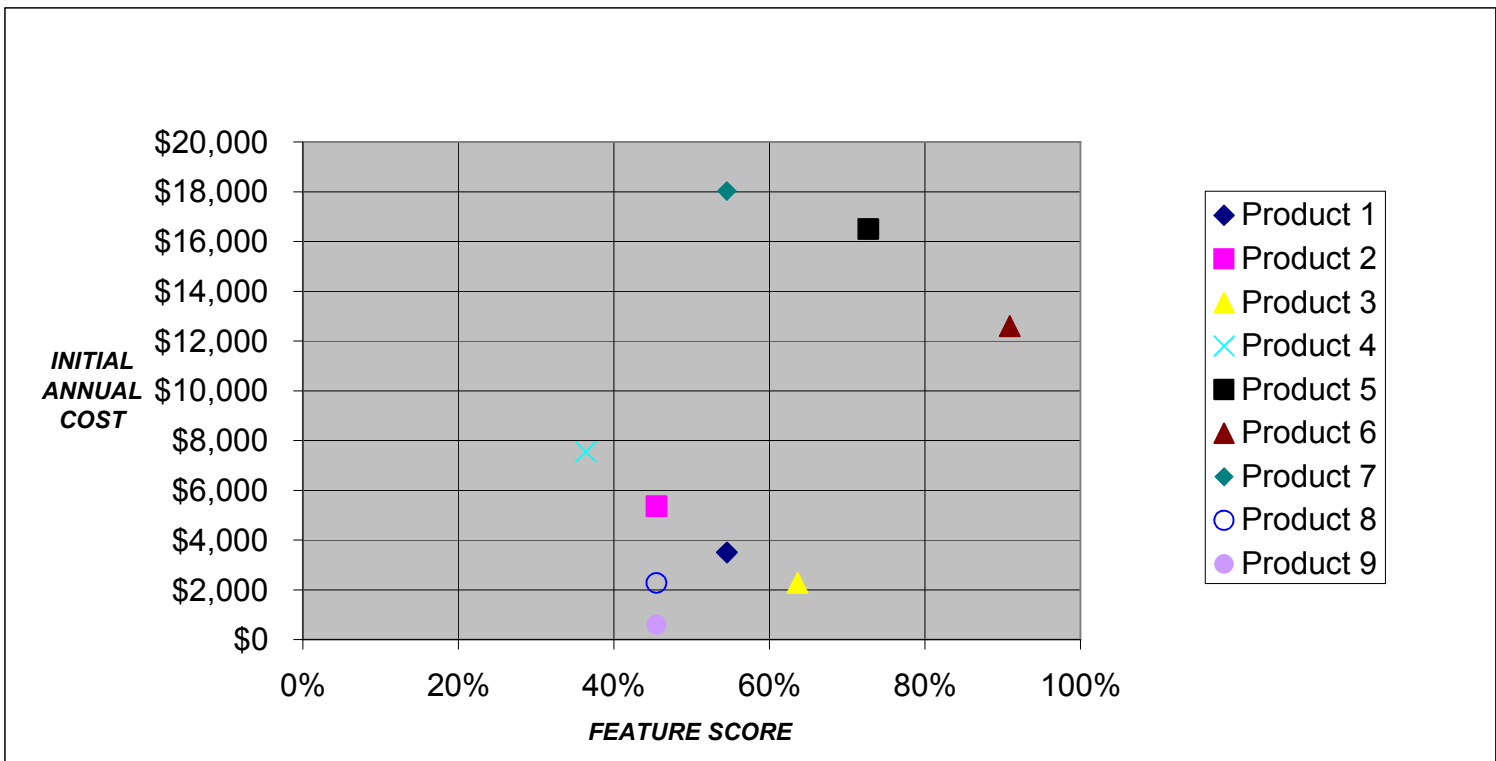
Each of the Field Service Automation products we've researched has special features that distinguish them from the others. Sometimes, these might turn out to be the determining factor in your purchasing decision. In light of this, we've included a list of the special features of each product that we think are noteworthy.

PRODUCT NAME	SPECIAL FEATURES
Product 1	Document management; phone log
Product 2	Customers can request service online through secure customer portal; Standard and Professional versions
Product 3	Functionality available through Verizon cell phones
Product 4	Comprehensive functionality available to technicians on wireless devices
Product 5	Can assign work orders to third party; can break down work orders into procedural steps and assign steps to different technicians
Product 6	Can set up web portals for customers to monitor maintenance schedules; can document procedures to be used on specific equipment; built-in decision support to analyze sales, profitability, customer satisfaction, etc.
Product 7	Can set reminders for phone calls, letters, emails, follow-ups; Professional version includes Agreements, File Drawer, and Mapping functions
Product 8	Employees can be organized into crews; free web advertising on "www.letsgetservice.com"
Product 9	Flat rate pricing, vehicle management, available as installed product

Bang for the Buck

This chart compares all the Field Service Automation products contained in this report to one another on value – that is, feature score vs. annual cost. We calculate the feature score based on the number of feature categories a particular product offers (see “Feature Scores” chart). Then we look at the ongoing annual cost of the product and place a mark on the chart where the two criteria intersect.

The products with the fewest features show up in the first two columns of the chart. The products with the most features are found in the three right-hand columns. The higher up on the chart a mark is, the more expensive the product.



myCTO is dedicated to helping small businesses evaluate and select the right software to run their businesses more profitably. We act as a “Chief Technology Officer” to small companies, giving them access to the same quality of research and analysis available to large companies. Visit our website at www.mycto.com or email us at info@mycto.com to learn more.