



Market Leader in Service Management Applications

3 Out of 4 Customers Choose Fieldpoint Because of Their Customer Service

Toronto, ON – October 30, 2013 **Fieldpoint Service Applications Inc.** announced today that 3 out of 4 customers rate the customer service and consulting expertise as “excellent”. Moreover, customers are extremely happy with Fieldpoint as their software partner for service management.

Fieldpoint is very grass roots in its approach when it comes to acquiring and retaining existing customers. “We start by hiring the very best people possible with the right attitude to service our clients.” says Mike Mance, Partner and Chief Marketing Officer at Fieldpoint. “Everything starts from internally. If employees are unhappy the customers will know it.”

Fieldpoint has been in business for 13 years and growing its headcount and customer base steadily. On average Fieldpoint has an employee churn rate of less than 3% and average work tenure of 7+ years. Fieldpoint prides itself on providing outstanding customer service throughout the organization. With 500+ customers and 30,000+ users across several industries, Fieldpoint is recognized as a leader in field service software and professional service automation.

What Customers are Saying

“Their team’s approach to architecting the best possible solution for our organization has increased productivity across several business units and improved our service delivery excellence. We are very pleased to partner with Fieldpoint on our Field Service needs!” – Mari Wenzinger, IT Director, NACR

“FieldPoint support staff has proven to be true business partner. They work hard to understand our needs and provide direction to improve our business processes.” – Denase Harris, President at DCR

“...Fieldpoint’s Customer Service team is top notch. They are always eager to help find ways to solve any business problems we face and are available whenever we need them.” – Brett Hatten, Director of Operations, BCI

About Fieldpoint Service Applications Inc.:

Fieldpoint designs software applications for field service and professional services organizations. The seamless integration to Microsoft Dynamics GP and CRM provides an end-to-end, out-of-the box solution. Real time transactions flow throughout the organization from sales, to service maintenance to financial management. At Fieldpoint we pride ourselves in having outstanding customer satisfaction with 550+ clients and 30,000 plus users.

For More Information, Please Contact:

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