

Customer Story

ELEVATOR SOLUTIONS INC.

Discover how Elevator Solutions Inc. streamlined operations and enhanced efficiency with FIELDBOSS, the ultimate field service management software.

THE CHALLENGE

Before adopting FIELDBOSS, [Elevator Solutions Inc.](#) faced several operational hurdles that limited efficiency and growth potential. The reliance on older software and manual processes created bottlenecks in daily operations, particularly in scheduling and dispatching technicians. Service calls were tracked through disconnected systems, leading to miscommunications and delays that impacted the ability to respond quickly to customer requests.

The field technicians relied on Service Titan, a platform tailored more for HVAC contractors than elevator service providers, which added to these challenges. While Service Titan offered some valuable features, it lacked the flexibility required for elevator-specific workflows, such as managing multi-step inspections and handling compliance documentation. The dispatching tools also caused scheduling conflicts, further slowing response times and frustrating technicians and customers.

Invoicing was another significant pain point, with manual data entry causing delays and errors that slowed cash flow and left room for oversight. As the business grew, these inefficiencies became increasingly unsustainable, limiting Elevator Solutions Inc.'s capacity to take on new projects and deliver exceptional customer service. They needed a solution to centralize operations, provide real-time insights, and support better decision-making.

Streamlining processes and scaling their business while maintaining a high standard of service became a priority.



COMPANY

Elevator Solutions

INDUSTRY

Elevator

LOCATION

Kentucky

BACKGROUND

Elevator Solutions Inc. is a Kentucky-based company specializing in elevator maintenance, repairs, and modernization projects. As a small-to-midsized specialty contractor, they pride themselves on providing personalized, customer-focused services across the region.



What set FIELDBOSS apart was their commitment to being a partner, not just a vendor. They took the time to understand our business and helped us envision how we could work smarter.

Danny Knott,
President & Owner
Elevator Solutions Inc.

WHY ELEVATOR SOLUTIONS CHOSE FIELDBOSS

Elevator Solutions Inc. chose FIELDBOSS because it provided a tailored solution designed specifically for the unique needs of elevator service contractors. With a team of nine field technicians plus office staff relying on the system daily, the company needed software capable of managing complex field operations and seamless back-office coordination. FIELDBOSS offered a centralized platform that integrated scheduling, invoicing, and reporting, ensuring everyone—from technicians in the field to the office team—had access to the tools and information they needed to work efficiently.

Another key factor in their decision was the level of customization and scalability FIELDBOSS offered. Unlike their previous system, FIELDBOSS was built to handle elevator-specific processes and adapt as the company grew. The platform's ease of use and flexibility ensured a smooth transition for field and office staff, minimizing disruptions during implementation. As Danny Knott, President and owner, noted, "FIELDBOSS wasn't just the right tool—it was the right partner to keep our entire team aligned and operating at their best."

THE SOLUTION

FIELDBOSS provided Elevator Solutions Inc. with a transformative solution to streamline operations and address their most pressing challenges. By implementing FIELDBOSS, the company gained a centralized platform that unified all aspects of its field service operations. Scheduling and dispatching became seamless, enabling them to allocate resources efficiently and respond to customer requests faster and more accurately. Automating key workflows, such as service call tracking and invoicing, eliminated manual errors and reduced processing times, allowing the team to focus on delivering exceptional service.

The implementation process was tailored to Elevator Solutions Inc.'s needs, with FIELDBOSS providing personalized support. The FIELDBOSS team worked closely with the company to ensure a smooth transition, offering in-depth training to help employees quickly adapt to the new system. The result was not just an operational overhaul but a significant boost in confidence across the organization, knowing they now have the tools and support to scale their business effectively.

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We chose FIELDBOSS because it brought everything we needed into one system—service scheduling, invoicing, and real-time reporting. It was exactly what we were missing.

Pete Van Meter,
Service Manager
Elevator Solutions Inc.

THE RESULTS

FULLY INTEGRATED FUNCTIONALITY

With FIELDBOSS, Elevator Solutions Inc. manages scheduling, dispatching, and invoicing within one cohesive platform. This integration has streamlined their operations and eliminated the inefficiencies caused by disconnected systems.

PROACTIVE RESPONSE TO CUSTOMER REQUESTS

The team's ability to respond to customer inquiries and service needs has drastically improved. Real-time visibility into schedules and service calls ensures customers receive timely updates and faster resolutions.

FAST DISPATCH TO INVOICE PROCESS

FIELDBOSS has shortened the dispatch-to-invoice cycle by automating workflows and reducing manual entry errors. This improvement has enhanced cash flow and reduced administrative burdens on the team.

KNOWLEDGE TRANSFER

Comprehensive training and ongoing support have empowered employees to utilize FIELDBOSS effectively. Access to detailed guides and resources ensures that new hires can quickly adapt and contribute to the company's success.

LONG-TERM PARTNERSHIP

The collaborative relationship with FIELDBOSS has proven invaluable. Elevator Solutions Inc. knows they have a partner committed to their growth and ready to adapt the software to meet evolving business needs.

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Since implementing FIELDBOSS, our team has been able to work faster and more efficiently. It's been a game-changer for how we deliver service.

Pete Van Meter,
Service Manager
Elevator Solutions Inc.

Transform Your
Elevator Operations
with FIELDBOSS

Book A Demo Today