

# Service Management ERP Handbook

## A Guide to Selecting the Right ERP Software for Your Industry

### **ENTERPRISE RESOURCES PLANNING (ERP), CONSTRUCTION ACCOUNTING, PROFESSIONAL SERVICES AUTOMATION (PSA), MANAGED SERVICE PROVIDER (MSP), AND FIELD SERVICE APPLICATIONS**

Service is a diverse industry. Some companies provide professional services with projects, while other companies offer managed services for outsourced support and technology services. Construction businesses offer a mix of field services with project accounting for job costing. Field service organizations install and maintain equipment and schedule technicians for remote services provided at customer locations. The service industry also includes personal services for social, medical, legal, and educational services. Many service organizations deliver hybrid services with projects, managed services, and field service operations.

Selecting the right business management application is tricky. Should you pick a reliable ERP application and add missing applications, or should you go with a niche industry application designed for your unique industry segment?

This handbook provides an overview of the five major service categories. It outlines eight different types of services with a shortlist of standard requirements. Readers will discover the differences between general and specialized ERP, popular features, and a list of industry segment needs.

### FIND THE RIGHT SERVICE MANAGEMENT ERP SOFTWARE



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## SERVICE CATEGORIES

# Professional Service Projects, Construction, Managed Services, Field Service Appointments, and Personal Services

There are five service categories. **Field Service** is often performed on equipment. Field service appointments are scheduled based on contracts or as requested by the customer. Field service is typical in pest control, safety and security, janitorial, landscaping, construction, and other service industries. **Managed Service Providers (MSP)** provide contracted outsourced services. MSPs are common in information technology and some business services such as accounting, supply chain management, transportation and logistics planning, and marketing. **Professional Service** companies bill for time against projects. Professional services are commonplace in technology, AEC industries (architecture, engineering, and construction), and business services (accounting, advertising, and consulting). **Construction** businesses manage jobs by project with field services for in-process and post-project activities. **Personal Services** are a broad category of services provided to individuals. Personal services include medical, social, educational, and other services. Service companies often provide a hybrid of professional and field services. The table below highlights the differences between major service categories.

	PROFESSIONAL SERVICES	MANAGED SERVICES	FIELD SERVICES	CONSTRUCTION ACCOUNTING	PERSONAL SERVICES
<b>Software</b>	Accounting, professional services automation (PSA), project accounting, time and expense, CRM.	Accounting, MSP software, remote monitoring and management (RMM), time and expense, CRM Cases.	Accounting, field service and dispatch, equipment management, contracts, time and expense, CRM Cases.	Construction accounting with job costing, projects, estimating, contracts, payroll, and field service.	Medical and hospital management, practice management, case management, electronic medical records, classroom and learning management.
<b>Scheduling</b>	Project milestones, resource assignments, support cases.	Support cases, technician appointments, system upgrades, and backups.	Technician appointments, support cases, preventative maintenance.	Job scheduling by project phase with labor assignments and field service appointments.	Patient and staff scheduling, curriculum scheduling, resource scheduling, preventative maintenance.
<b>Cost Elements</b>	Employee time and travel expenses.	Employee time, equipment and repair parts, travel expenses.	Employee time, travel expenses, replacement parts, and supplies.	Direct and subcontract labor, materials, permits, and supplies.	Medical supplies, fixed assets, legal and insurance, employee wages, administration, transportation.
<b>Location</b>	In-house (desk) or customer location (remote consulting).	In-house (call center or service desk) or customer location (field service).	In-house (depot repair) or customer location (field service).	Field-based construction and on-site field services.	Primarily in-facility services. Specialty services for in-home medical, tutoring, and other personal services.
<b>Frequency</b>	Primarily one-time projects for ongoing customer contracts.	Recurring contracted services and one-time break/fix services.	Recurring contract appointments or one-time break/fix services.	One-time projects for new construction with some recurring service activities.	Varied frequency. Educational services are recurring. Medical and legal services tend to be short to mid-term.
<b>Equipment</b>	Minimal equipment requirements.	Primarily IT hardware and software.	Often extensive equipment needs.	Heavy construction equipment.	Facilities, furniture, medical and office equipment, computer hardware and software.



## SERVICE TYPES

# Eight Primary Service Types Explained

There are eight primary services that businesses provide to customers. These service types are quoted services, break-fix services, installation and training services, preventative maintenance, warranted services, professional services, construction services, and individual services. The type of service provided directly impacts the features that service companies need in their ERP software. Following is an overview of each service type and conventional software requirements.

## Discover Why Innovative Service Companies Rely on Acumatica for their Success

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### QUOTED SERVICE

Sales reps or engineers sell quoted services. They are complex and require details to determine customer pricing. For example, a pest control company will need to know the building's size they are servicing to prepare an accurate quote. Likewise, a landscape company will need to know the size of a yard for lawnmowing, the frequency of mowing activities, and an estimate for the number of times they will perform the service. Quoted services are widespread in many diverse service industries and often require:

- CRM Opportunity Management
- Quote Creation
- Electronic Signatures for Quote Approval
- Purchase Order Requisitions

### BREAK-FIX SERVICES

Many service companies offer repair services on request. Businesses or consumers call to request repairs to equipment. The service company provides a price and estimated service date and time. Most break-fix services are performed remotely, but some are performed in-house via depot repair. Examples of break-fix services include pool or spa repairs, heating or air conditioning equipment repair, and vehicle glass replacement services. Common requirements often include:

- PCI-Compliance Credit Card Processing
- CRM Customer Cases and Self-Service Portals
- Returns and Exchanges for Depot Repair
- Spare Parts Inventory Planning

## PREVENTATIVE MAINTENANCE

Utilities, oil and gas, property management, and other industries maintain equipment. Companies in these industries provide preventative maintenance services through contractual relationships that outline the frequency of maintenance services and each activity's scope. Services include equipment lubrication, replacement of worn parts, and equipment examination. Below are just four critical preventative maintenance features.

- Flexible Contract Management
- Warranty Tracking
- Automated Appointment Scheduling
- Service Level Agreements (SLA)

## INSTALLATION AND TRAINING

Equipment installation is typical in wholesale distribution, manufacturing, oil and gas, mining, construction, commercial equipment, and other industries. Training is provided with the installation to ensure the customer understands how to operate and maintain the equipment. Projects and appointments are used to manage install and training for fixed bids or time and material projects. Popular features are:

- Equipment Management
- Project Accounting Tasks
- Field Service Appointments
- CRM Quotes with Electronic Signatures

## CONSTRUCTION

“In the field service environment, these can be very high-volume, short-term projects, and we need to track profitability by location, site level, or customer. The ability to capture that in real-time is critical for us . . . The ease in which Acumatica works and how it looks and feels compared to Microsoft Dynamics, Sage, and Oracle NetSuite, there's not a whole lot of comparison. Acumatica leads the pack.”

- JAMES CRAIG, CEO (FORMER), INDUSTRIAL SPECIALTY SERVICES

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## WARRANTIED SERVICES

Warrantied work must be documented and coded correctly for reimbursement from manufacturers or other parties. Warrantied services are commonplace in manufacturing, distribution, medical, commercial, technology, and home service industries. Service companies may offer warranties for labor. Warranty-related business requirements include:

- User-Defined Fields for Warranty Details
- Warranty Contract Dates and Details
- CRM Customer Support Case Management
- Collections for Cash Flow Management

## CONSTRUCTION SERVICES

There are five types of construction services: home builders, general contractors, heavy construction, specialty trade contractors, and land developers. Most construction companies depend on projects for job costing with varied field service requirements. Popular construction requirements include:

- Project accounting for job costing
- Human Resources and Payroll with union dues and skills and certification management
- Bid and estimate management
- Mobility for remote, on-site services

## PROFESSIONAL SERVICES

Professional Service organizations rely on project accounting with flexible contracts to manage and account for costs related to installation, training, testing, configuration, upgrades, and more. Projects span multiple weeks to multiple years. Project billing is complex with progress billing, cost-plus, and fix-fee variants. Common project-related requirements are:

- Project Accounting with Task Management
- Flexible Project Contract Billing
- Expense Receipt Management
- Budget Reporting for Actual, Original, and Estimated, and Revised Costs

## INDIVIDUAL SERVICES

Medical, legal, social, and educational service organizations work predominantly with individuals. These service businesses have significant investments in facilities, furnishings, and equipment. They also have specialized billing needs for multi-party billing and case management. Look for the following ERP features for systems that support individual services:

- CRM Case Management
- Fixed Assets and Preventative Maintenance
- Security for patient, client, and student privacy
- Collections for Cash Flow Management

## HOME SERVICES

“One of the things that we do is we measure customer satisfaction through TrustPilot and . . . the rate with which we are getting five-star ratings is really improving. Our ability to communicate with our customers in a consistent format and with consistent messaging is improved because we’re doing so through Acumatica and sending consistent messages on appointments or work order, confirmations those types of things.”

- BRYAN MULLEN, SVP SHARED SERVICES, LIFEWAY MOBILITY

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## ERP OPTIONS

# Specialized or General? Large or Small?

Smaller organizations use accounting applications like QuickBooks with multiple plug-ins for project accounting and field service. As service organizations grow, they **move to more robust midmarket ERP applications like Acumatica.**

Most construction ERP software provides field service capabilities out-of-the-box. Some distribution and manufacturing ERP systems include native service management modules, while other ERP applications rely on integrated third-party applications.

There are hundreds of specialized ERP systems for field service organizations, schools, law firms, medical practices, and MSPs. Vertical applications are available for every niche industry segment, including pest control, safety and security, technology services, landscaping, home health care, and other industry segments. These applications offer robust industry features, but they rely on legacy technologies with limited accounting functionality. The following table compares each type of service ERP system.

FEATURES	INDUSTRY ERP	GENERAL ERP
<b>Technology</b>	Generally, older technology. Difficult to integrate.	Typically, modern technology with easy connectivity.
<b>General</b>	Simple accounting with limited business management	Strong accounting with advanced business management
<b>Distribution</b>	Specialized industry features	General service features with limited industry capabilities
<b>Customization</b>	Few customization or personalization tools	More robust customization and personalization tools
<b>Services</b>	Direct consulting and support provided by the ERP vendor. Few, if any, other options.	Multiple consulting and support options, including partners and independent consultants.

## JANITORIAL, SANITATION, MAINTENANCE

“Acumatica makes it really easy for remote employees to access from anywhere. The simplicity of that cannot be overstated.”

- CHARLES HUTCHINSON, CFO, INTRACOASTAL ENVIRONMENTAL

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### GENERAL ERP FEATURES

## Standard Features Across ERP Systems

Today’s service ERP applications evolved from the industry’s best ideas. As a result, most ERP systems provide similar functionality with as little as 10 to 20 percent difference between applications. The following are features available in midmarket service ERP applications. However, the way that each feature works is often different. Service organizations must pay careful attention to detail to differentiate between systems when evaluating ERP applications.

### PLATFORM AND TOOLS

Every ERP system has multiple levels of security and some capability to customize screens. Most systems provide user-defined fields (UDF). UDF functionality varies widely between applications. Import and export utilities are common for data management. Most ERP vendors restrict access or charge fees for source code. All ERP applications provide reporting and inquiry tools. Mobile applications are critical for service companies. Help files are available for all major ERP applications. Some systems offer customizable help and built-in wikis. Support for multiple languages and international localization varies widely.



### ACCOUNTING

Every service ERP system provides general ledger, accounts payable, accounts receivable, and bank management (also known as cash management or bank reconciliation). However, functionality varies widely in these core financial modules. Multi-company and multi-currency support are other standard features. Not all ERP systems support inter-company features, recurring revenue, deferred revenue, contracts, national accounts, or budgeting. Nor do all systems provide tools for allocations or financial consolidations. Fixed assets, bank feeds, and payroll are provided natively or through third-party applications.



“We’ve helped tens of thousands of students to achieve their personal best and fostered a love of learning over the years. Having a reliable ERP solution like Acumatica in place gives customers even more confidence in what we do, preparing students to achieve success now and into the future.”

- YING-JIAN CHAN, CHIEF FINANCIAL OFFICER, THE LEARNING LAB

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### SALES



Most service ERP applications provide sales orders. Some applications also support drop-shipments, returns and exchanges, sales commissions, quotes, and CRM. Pricing includes customer pricing and volume pricing with special discounts and promotions. Other standard sales features include shipping, backorder management, sales commissions, and labeling.

### INVENTORY AND WMS



Standard inventory functionality includes stock and non-stock item management with unit of measure definitions, pricing, and packaging. Standard inventory management features include replenishment, ABC Codes, movement classes, and calendar-dependent physical inventory cycle counting. Some provide country of origin and advanced replenishment based on safety stock, lead times, reorder points, economic order quantities, or min/max stock definitions. Kitting, barcoding, labeling, and warehouse transfers are also common. Lot and serial tracking, expiration dates, and inventory allocation for orders are less common. Most systems support average and standard inventory valuation. Some also support FIFO, LIFO, and actual or specific (lot-based) valuation methods. Ensure that the application provides embedded barcoding and mobile warehouse management to automate pick, pack, ship, and other inventory transactions.

### PURCHASING



Purchasing includes blanket orders, receipt of goods processing, and put-away features. Other common features include landed costs, FOB definitions, vendor returns, and bar code scanning. Few systems like Acumatica natively support purchase order requisitions with approvals workflows. Those that do support requisitions may provide vendor requests for quotes (RFQ) and online vendor bidding.

### COMMERCE AND POS



Service companies offer many different products through commerce storefronts and many service companies operate retail stores with complementary products and supplies. Modern ERP systems provide customers with multiple commerce storefront options such as BigCommerce and Shopify to support varied business-to-business and business-to-consumer experiences. Integration is bidirectional between the commerce application and the ERP system allowing you to synchronize item information, stock availability, and orders between systems. Ensure that the ERP system you choose connects to retail point of sale software with integrated hardware for cash registers, barcode scanners, receipt printers, and credit card terminals. Confirm that the ERP supports omnichannel sales where customers can buy in-store and return online and vice versa.

## PROFESSIONAL CONSULTING SERVICES

“Gaining project level profitably was a key cornerstone moment because it was no longer something that was assumed. Now I am actually seeing it and to have the ability to pull reports and see the data was really eye-opening.”

- CHRIS WILLIAMS, DIRECTOR OF BUSINESS OPERATIONS, INTERACTION ASSOCIATES

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## INDUSTRY FEATURES

# Industry-Specific ERP Features

General service ERP applications provide robust cross-functional processes and features. General ERP systems offer more specialized functionality today than ever before. Conversely, smaller ERP vendors target niche service industries with focused feature sets. Service organizations must choose between the two options. Below is an overview of field service industry segments and their business requirements.

## MANUFACTURING

“Prior to Acumatica we would spend a lot of time in multiple different systems in order to get to the end task. So now Acumatica allows us to spend all of our time in Acumatica. It allows management to see what we’re doing at any given time.”

- DANIEL RUIZ, FIELD SERVICE MANAGER, OFSI

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### AGRICULTURE, LANDSCAPING, FORESTRY



Agriculture services include irrigation, breeding, pest and disease control, tree removal, and management services. Landscapers provide lawn care, snow removal, and landscape design services. Forestry services include timber tract management, erosion control, harvesting, reforestation, and other services. This industry operates remotely on one-time service jobs or long-term, contracted projects. Field service dispatch, GPS tracking via the mobile app, technician scheduling, project accounting, and contracts are popular requirements.

### COMMERCIAL, BUSINESS, & REPAIR SERVICES



Advertising, public relations, and marketing companies rely on project accounting and contracts. Accounting firms require project accounting and remote access to client systems for audits and outsourced accounting services. Technician scheduling, equipment management, and mobility are essential for repair organizations servicing company and customer-owned equipment such as commercial foodservice equipment, office equipment, and other capital equipment.

### CONSTRUCTION, PLUMBING, ELECTRICAL, HVAC



There are hundreds of business applications for general contractors, heavy construction, land developers, and specialty trade contractors, but few are built on a cloud platform. Field service scheduling with technician skill and certification tracking is imperative for construction-related industries. Equipment management, AIA billing, serial numbers, manufacturer warranties, inventory, and purchasing are essential. Project accounting billing is popular for larger projects with flexible contracts.

### ENGINEERING, ARCHITECTURE, SURVEYING



Engineers, architects, and surveyors work with commercial and residential customers on an array of projects. Most services are contract-based with complex projects that require configurable contract billing options. Mobile applications for time and expense reporting are needed for on-site services. Document management is vital to capture and organize documents related to each project. Many companies work with subcontracted organizations. Collaboration tools and remote access to project information are beneficial.



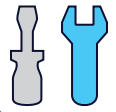
## MEDICAL & HEALTH SERVICES

Specialized applications exist for hospitals, dental offices, and chiropractic practices. Remote medical service providers struggle to find applications to meet their unique needs. Field service dispatch, depot repair, mobile time and expense applications, serial and lot traceability, and HIPAA-compliant communications are essential for home health care professionals, traveling nurses, and blood banks



## HOME SERVICES

Home service businesses provide break-fix, quoted services, installation, and maintenance of garage doors, pools and spas, water systems, chimneys, carpet cleaning, septic, and gutters. Trusted technicians provide up-sell and cross-sell from the field with mobile CRM, sales, service history, and equipment information. Mobility is essential for remote time and expense management on the road.



## JANITORIAL, SANITATION, MAINTENANCE

Janitorial, sanitation, and maintenance companies operate on long-term contracts. Contracted services require flexible billing to accommodate customer needs. Mobile applications help service professionals to access customer and equipment information from the field. Inventory and purchasing ensure that cleaning supplies and replacement parts are available when needed. Lot tracking and safety data sheets are sometimes required for chemicals and cleaners.



## MANUFACTURING SERVICES

Capital equipment manufacturers provide installation and repair services to customers for the equipment they make. These services occur when the cost of shipping the equipment back to the manufacturer is prohibitive. Project accounting is used for larger installation projects with field service dispatch for break-fix and preventative maintenance services. Inventory planning and purchasing ensure adequate stock of replacement parts and MRO supplies for service operations.



## MOTOR VEHICLE AND TRANSPORTATION

Specialized systems are available for automobile repair and other transportation service companies. Many companies struggle to find software to manage services such as window replacement, automotive core rebuilding, and towing or hauling services. Related services are provided for marine, locomotive, and aircraft equipment. Field service dispatch and repair, third-party billing, and mobile signature and payment processing are common.



## OIL, GAS, MINING

Service companies in the oil, gas, and mining industry provides soil analysis, geophysical exploration, drilling, testing, and other services. Project accounting with flexible project billing is essential. Remote services are performed on mobile devices to access job information and for time and expense entry that flows back to the project. GPS directions via the mobile app help technicians get to non-addressed jobs using GPS coordinates.



## SAFETY AND SECURITY

“Over half of our staff are technicians that are out in the field and before we were on Acumatica we used all paperwork orders . . . Now it’s entirely mobile. They’re clocking in and out on the app, they’re doing the voice dictation on the mobile app as well to get their notes . . . I know with some of the enhancements that are coming in the latest releases we’re going to start getting push notifications out to our technicians which will be really powerful.”

- BRIAN ROWERDINK, CONTROLLER, SECURITY SOLUTIONS NORTHWEST

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## PEST CONTROL

Pest extermination and insect control services are provided for commercial and residential customers. Many services are provided on time, as requested by the customer, while some services are provided as part of ongoing pest control contracts. Field service dispatch scheduling, route optimization, inventory planning, purchasing, and hazardous material management are occasionally required.



## SAFETY & SECURITY

Businesses providing security systems, armored car services, and fire prevention systems rely on field service dispatch for system installation and repair. Inventory management and purchasing ensure that equipment is available to complete scheduled jobs. CRM cases manage customer support calls for questions or system issues. Route optimization gets technicians to more jobs faster.



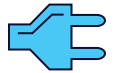
## TECHNOLOGY SERVICES

Technology companies provide a myriad of professional services to businesses. These include outsourced, managed services for network and system security, software support and maintenance, help desk services, and remote monitoring. Software development and consulting firms leverage ERP systems with project accounting or specialized PSA applications to define project milestones and tasks for installations, implementations, training, upgrades, custom development, and integration projects.



## UTILITIES & COMMUNICATIONS

Utility and communication service organizations work remotely to install, maintain, and repair equipment such as electric, phone, water, sewer, telecommunications, wind turbines, and other equipment. Pre-work safety checklists help ensure technician safety. Field service dispatch with mobile access is crucial to get the right technician and equipment on-site with access to information to complete the job from the field.



## VETERINARY SERVICES

Medical services provided to large animals on farms or in zoos are provided remotely. Traveling veterinarians must have medical supplies on-hand in their vehicle with mobile access to business systems to access customer account, accounting, and other information. Staff manages remote activities with mobile time and expense management that flows back to appointments and projects.



## WHOLESALE DISTRIBUTION

Distributors often service equipment and supplies they sell to customers. Equipment distributors provide installation, repair, and maintenance services. Distributors of chemicals, food products, and other perishable goods offer delivery services to local customers. Field service, route optimization, and appointment scheduling help distributors to manage remote work effectively with mobile applications to capture service details.



## UTILITIES AND COMMUNICATIONS

“What really threw us over the top with Acumatica is that it offered a full quote-to-cash cycle and it overlaid on top of a solid accounting system. Acumatica offered a service package, purchasing, inventory, a client relationship management (CRM), quoting, manages projects, and sales orders—all right there in one operating system. We were shocked to find all of this functionality in one system.”

- DERRICK ELLEDGE, VP OF OPERATIONS, POWER STORAGE SOLUTIONS

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## SAFETY AND SECURITY

“Acumatica also allows us to have a bid tool that’s consistent, so all managers bidding work can estimate work correctly. We had used Salesforce but mothballed it because it was difficult to maintain the separate system. The ability to have everything in one place is a huge benefit with Acumatica.”

- REBECCA OGLE, CFO, SAFETY MANAGEMENT GROUP

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### LEGAL SERVICES

Law firms and other legal services work with individuals and corporations. Practice management, document management, and specialized accounting with pre-paid retainers and project accounting are standard requirements. Access your system on the go with a mobile-friendly ERP available anytime, anywhere, on any device. Collections management is another crucial feature to automate dunning letters and collection activities for past-due accounts.



### EDUCATIONAL SERVICES

Most primary, secondary, and higher education organizations leverage specialized applications for their industry. Smaller, private organizations may opt for general accounting or ERP applications with the flexibility to integrate with learning management systems (LMS), curriculum management applications, and other specialized software. Student and staff management, facility scheduling and maintenance, and records management are standard requirements in the education industry.



### SOCIAL SERVICES

Social service agencies and organizations often use specialized case management applications. Data security is a must-have to protect client information. CRM-like features are typical for capturing client and case information. Project accounting, time and expense management, robust accounting, and business analytics are other requirements for social service business systems.



### OTHER SERVICES

Other service businesses and organizations include personal services such as dry-cleaning, entertainment services, photographers and videographers, hairstylists, funeral services, catering, and more. Most of these businesses use entry-level accounting applications or specialized systems designed for their unique industry needs.



## CONSTRUCTION, PLUMBING, ELECTRICAL, HVAC

My dispatchers are thrilled to pieces to have the calendar board, the flexibility to move appointments around as they see fit, the flexibility to assign different technicians to those appointments. Also, it affords us the ability to see who’s out there, who’s working, and how long they’re expected to be on that appointment so we can be more efficient with our estimates to our clients about when we expect to have a technician on site.”

- JENNIFER HARLER, COO, DP AIR CORP

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## ACUMATICA SERVICE MANAGEMENT SOLUTIONS

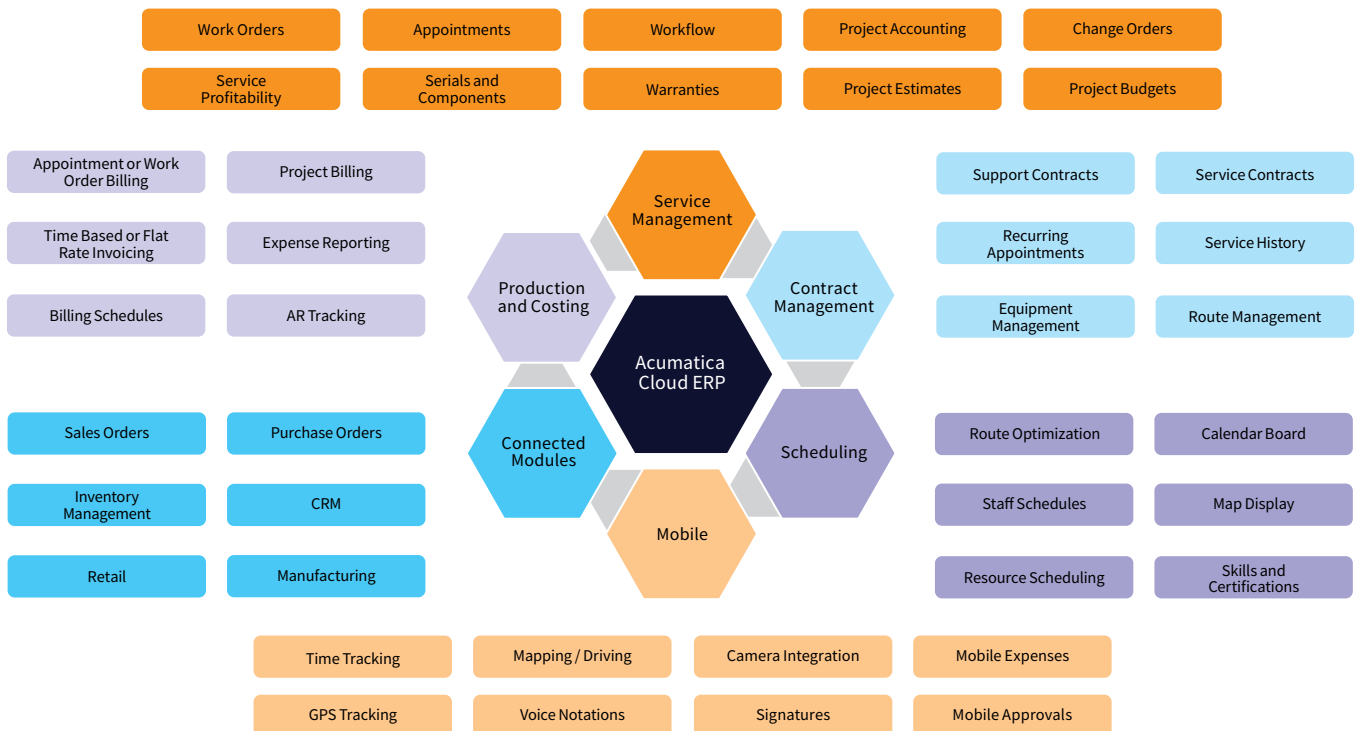
# Exceed Customer Expectations with a Modern ERP Platform

Acumatica provides job costing, project management, connected construction estimating, contract management, appointment scheduling, and equipment and warranty management. Remote field technicians access service history, equipment details, and customer information on any mobile device. Technicians can start jobs, use voice dictation for notes, capture images and electronic signatures, and use global positioning (GPS) navigation via the native mobile app. Capture expense receipts on mobile devices for insights into project costs. Document management enables access to equipment manuals, work instructions, and critical information.

Embedded customer support and case management improve customer relationships. Manage sales orders and optimize inventory with replenishment, purchasing, and requisitions. Create service orders from larger, multi-phase projects across multiple days and access real-time inventory availability across warehouses and mobile vehicles deployed in the field.

Acumatica's last-mile functionality includes recurring appointments, route optimization, and employee skill and certification management. Intercompany accounting, deferred and recurring revenue, fixed asset depreciation, and payroll round-out the robust accounting suite. Gain a 360-degree view of your business with powerful inquiries and reports, configurable dashboards, and insightful analytics.

Acumatica is a comprehensive, scalable, and future-proof service management application built for artificial intelligence and machine learning to streamline business processes while improving data accuracy.



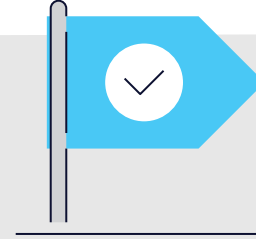
# Deliver Amazing Services with Acumatica

Service organizations run various ERP, PSA, MSP, and CRM applications to manage projects, field services, customer support, and all areas of their business. Entry-level accounting and legacy service management applications create barriers to growth with aging platforms, disconnected mobile apps, and limited features.

Every service organization is unique. Dispatch and repair, route management, customer support, project accounting, contract billing, and inventory are just a few features companies need to explore when selecting a service management ERP system.

Acumatica's modern cloud platform supplies everything service companies need to manage their businesses anytime, anywhere, on any device. Establish a future-proof cloud platform with native mobility, an intuitive user interface, and unique features that connect easily to extended applications.

Service-driven businesses, construction companies, distributors, and manufacturers rely on Acumatica to exceed customer expectations with quality services, flexible contracts, and customer self-service.



“Acumatica Construction Edition has helped us grow revenue because we're much more efficient at managing projects.”

– JEFF HAMILTON,  
PRESIDENT,  
ROBERTS GLASS & SERVICE



**Acumatica Cloud ERP is a comprehensive business management solution that was born in the cloud and built for more connected, collaborative ways of working. Designed explicitly to enable small and mid-market companies to thrive in today's digital economy, Acumatica's flexible solution, customer-friendly business practices, and industry-specific functionality help growing businesses adapt to fast-moving markets and take control of their future.**

For more information on Acumatica, visit [www.acumatica.com](http://www.acumatica.com) or follow us on [LinkedIn](#).