

CASE STUDY: SEWER & DRAIN COMPANY

Field Service Cloud Implementation with Backoffice Integration to Netsuite

Business Challenges

Sewer & Drain Company was using multiple old and antiquated front and back-office systems to schedule and deploy their technicians and get the billing, contracts and customer records updated and completed. This was causing increased scheduling time, inefficiencies and higher than necessary expenses.

Oracle Solution

eVerge engaged with Sewer & Drain Company to implement, integrate and configure Oracle Field Service Cloud. This project will include the first ever integration of Oracle's Field Service Cloud Application to Oracle's NetSuite back-office ERP solution.

This is just one of a long line of innovative firsts from eVerge. The implementation solution includes configuration of Oracle Field Service Cloud modules for:

- **Manage**
- **Mobility**
- **Smart Collaboration**
- **Smart Location**
- **Mobility Plug-In Framework**



In addition to the module configurations, eVerge will implement the testing, training, sand-box and production roll-out of the entire solution.

Results

Go-Live Date – July 2018

