

Field Service ERP Evaluation Checklist

Selecting a field service management and accounting ERP system to run your business is a decision that will affect your company for many years. Many products offer the same or similar features, and it can be confusing to sort out what's important and what's not. This tool can help.



Use this checklist to compare the features and benefits of field service ERP vendors across these five categories:



PRODUCTIVITY

What can the product do to make you and your staff more productive?



FUNCTIONALITY

What features and functions does the product have that actually perform the daily accounting and business management functions?



TECHNOLOGY

Does the product leverage technology for usability, customizability, and maintainability?



VALUE

How does the product maximize features and functions vs. cost for the usable lifetime of the product?



RISK

How does the product minimize risk and facilitate security (both network and financial security)?



Category 1: Productivity

Feature	Benefit	Priority	Acumatica		
Intuitive	Easy to learn and use.		✓		
True universal availability	Access to system from any device, anytime, anywhere to facilitate staff working on the road with customers and suppliers, and at home.		✓		
Multi-language	Work in the language that best fits you. Print documents (like invoices) in the language of your customer.		✓		
Multi-currency	Work in any currency and convert as needed.		✓		
Workflow	Automate business processes, approvals, and notifications.		✓		
Wiki's	Share information and company documents among any combination of teams, departments, and external users.		✓		
Document management	Make documents accessible to all key personnel.		✓		
Single database	Single version of the truth. No need to maintain integrations between applications.		✓		
Better, quicker decisions and fewer mistakes	Comprehensive reporting to make informed decisions without the guesswork.		✓		



Category 2: Functionality

Feature	Benefit	Priority	Acumatica		
Service Management	Manage technician dispatch schedules, and use mobile phones for GPS navigation, voice note dictation, and mobile expense receipt capture.		✓		
Equipment Management	Record the history of customer-owned or company-owned equipment. Establish warranty offers for equipment or components. Keep track of serial numbers, define default vendors, and track sale and installation dates for each component. Manage contracts and billing.		✓		
Route Optimization	Optimize service appointments considering travel time and breaks.		✓		
Project Accounting	Track projects and compare original to revised budgets. Manage billing with fixed-price, cost-plus, or capped project costs. Bill service orders and appointments through the project instead of Service Management.		✓		
Sales Order Management	Split orders across multiple warehouses, allocate inventory, verify credit limits, issue replenishment orders, accept returns, and manage complex pricing/discount policies. Create service appointments directly from sales orders.		✓		
Purchase Order Management	Automate complex procure-to-pay processes involving multiple products and suppliers. Create requisitions and approvals, obtain bids, convert to purchase orders, receive inventory, input invoices, match and pay. Create purchase orders from appointments in the field.		✓		



Category 2: Functionality

Feature	Benefit	Priority	Acumatica		
Inventory Management	Manage inventory, plan and manage the movement of goods through the distribution network, and control customer and transfer orders. Use multiple locations with lot and serial number tracking. Expired items are automatically removed from available inventory.		✓		
Cost accounting	Track inventory and operations costs. Analyze and report actual and expected costs and variances. Post costs to the general ledger.		✓		
Industry support	Support industry requirements on a single platform with embedded manufacturing, connected commerce storefronts, and native point of sale applications.		✓		
Extensive marketplace	Access connected applications for extended functionality to meet your unique business needs, such as barcoding, electronic data interchange, shipping, and more.		✓		
Integrated business intelligence	Go beyond spreadsheets and use integrated BI to understand what the financial and customer data is really telling you so that you can make informed, actionable decisions.		✓		
CRM combined with ERP	Share a single database between ERP and CRM – no need to synchronize two databases with the same information. Create support contracts and manage support cases with an online customer self-service portal. Create service appointments from opportunities or support cases.		✓		



Category 3: Technology

Feature	Benefit	Priority	Acumatica		
True cloud	All functionality is accessible through the internet using a standard browser without the need for any software installation on the user's device. No additional software licensing required.		✓		
Responsive design	View and interact with every page of the application on any device with a minimum of resizing, panning, or scrolling.		✓		
User interface	Modern look and feel. Customize screens and dashboards. Easy access to tasks with minimal clicks and intuitive workflow.		✓		
Customizable and flexible	Ability to modify and customize business logic to meet your company's unique requirements.		✓		
Customization using industry standard tools	Perform customizations using industry standard tools and programming languages without requiring the use of proprietary languages or compilers.		✓		
Full relational database	All system data stored in a relational SQL database. Query data for reporting, BI, financial statements, audits, and more.		✓		
Database export	Access and export relational versions of all data for reporting, backup, and transfer.		✓		
Upgrade on your schedule	Ability to plan upgrades at dates and times that are convenient to you and your company – not the ERP vendor.		✓		
Capable of moving to the cloud when you are ready	Not everyone wants to operate in the cloud. The product should support both on premise and cloud deployments, and let you switch deployment models if and when you are ready.		✓		



Category 4: Value

Feature	Benefit	Priority	Acumatica		
Multiple deployment options	Deployment methods allow on premises in your facility, private cloud of your choice, or our public cloud using Amazon Web Services (AWS).		✓		
Flexible licensing options	Offers subscription or perpetual licensing (depreciable capital expense versus an ongoing operating expense).		✓		
Low Total Cost of Ownership (TCO)	Reduce the total cost of ownership over the foreseeable lifetime of the product (at a minimum 3-5 years), including licensing, support, hardware, upgrade, and hosting costs. Be sure to add the cost of additional products required to run the system (web server, eCommerce platform, database server, collaboration tools, CRM, etc.), which includes all required hardware, licensing, and support costs.		✓		
Scale as you grow	Ability to accommodate heavier volumes, more resources, and more users as your business grows. Pay only for what you use. Add more resources when you need them.		✓		
Preserve capital for other business initiatives	Cloud deployments reduce the need for initial cash outlay for hardware and software purchases. Cloud deployments also reduce the amount of internal IT staff required for hardware and software support and maintenance.		✓		
Charged by resources used, not by user	Vendor charges for the resources used, not by user count, making the benefits of ERP available to all employees, customers and suppliers. Charging by user penalizes growing businesses.		✓		



Category 5: Risk

Feature	Benefit	Priority	Acumatica		
Predictable monthly costs	Not vulnerable to spikes in IT costs. Standardizing on a platform allows you to predict your monthly cost for the system.		✓		
Deploy quickly	Eliminate time delay and risk of unplanned costs by deploying quickly with a cloud solution.		✓		
Leverage global technology leaders	Ability to utilize the resources of cloud hosting leaders (Amazon, Microsoft, and IBM) for their fast response and uptime.		✓		
Knowledge of your industry	Reduce risk by using a software vendor with the solutions and knowledge for your specific industry.		✓		
Customer references	Cites customer successes using their software in your industry.		✓		
Best-in-class security at no additional cost	Support platform, web, and computer security leveraging expertise at hosting providers.		✓		
Data in the cloud	Data on your servers are vulnerable to attack.		✓		
Backup and disaster recovery	Prepared for the worst – cloud deployment lowers costs for backup, failover, and disaster recovery.		✓		
Simpler integration with other web apps	Utilize web capabilities to integrate with other web-based business applications.		✓		
Vendor handles updates and upgrades	Eliminate risk of missing an upgrade with a cloud solution.		✓		



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 or follow us on [LinkedIn](#).

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About The Answer Company

For 30 years, The Answer Company ERP consulting group has been transforming businesses with technology.

Our nationwide services industry experts are passionate about cutting-edge technology and have worked with a wide range of field service companies to help them optimize their scheduling and route planning, leverage tight project accounting controls, enable seamless mobile access for field staff, and keep accurate records for invoicing, maintenance, and certifications.

We work with clients to build solutions that align with core business objectives, giving them the power to make informed decisions, enhance productivity and employee satisfaction, and achieve sustainable growth.

With us by their side, clients can optimize their operations and stay competitive.

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