

Field Service Management in the Cloud

Why and how to implement cloud-based solutions

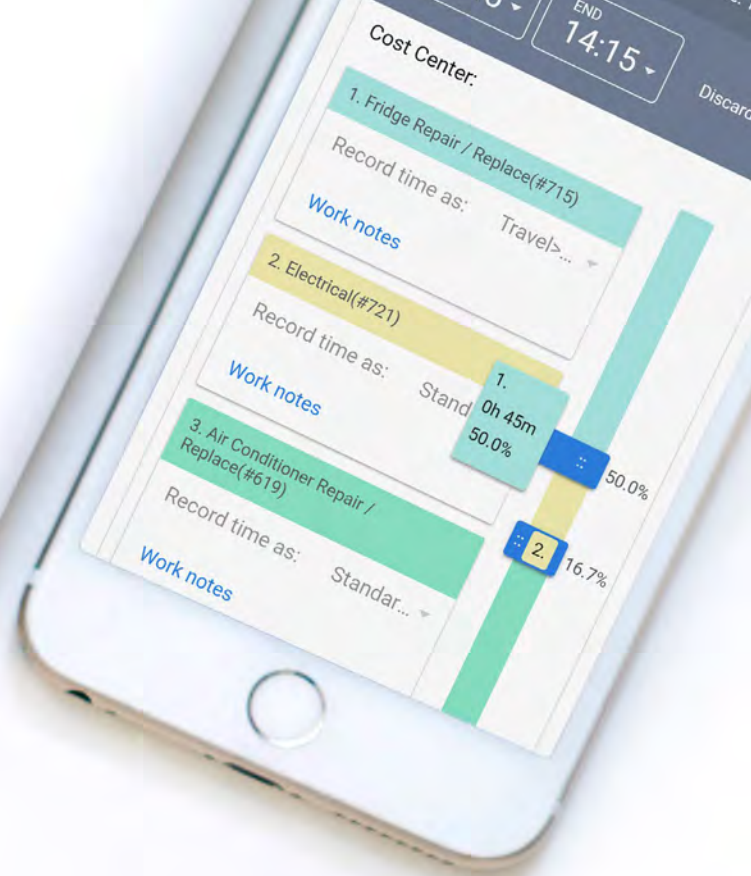
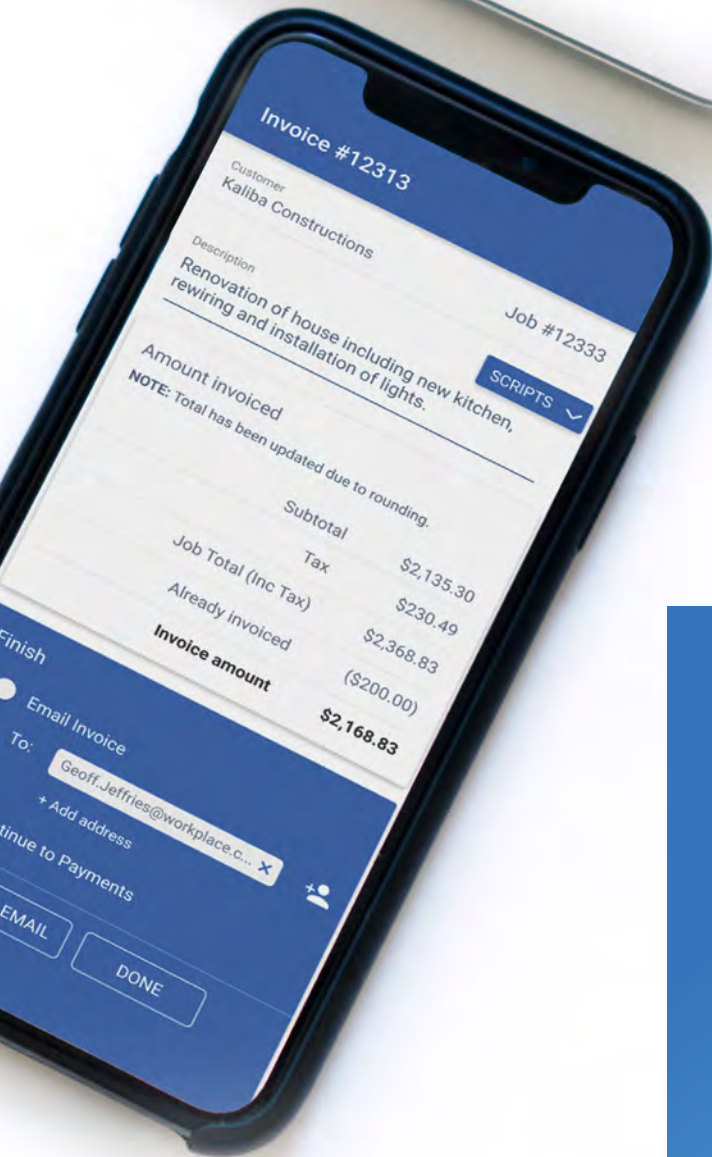


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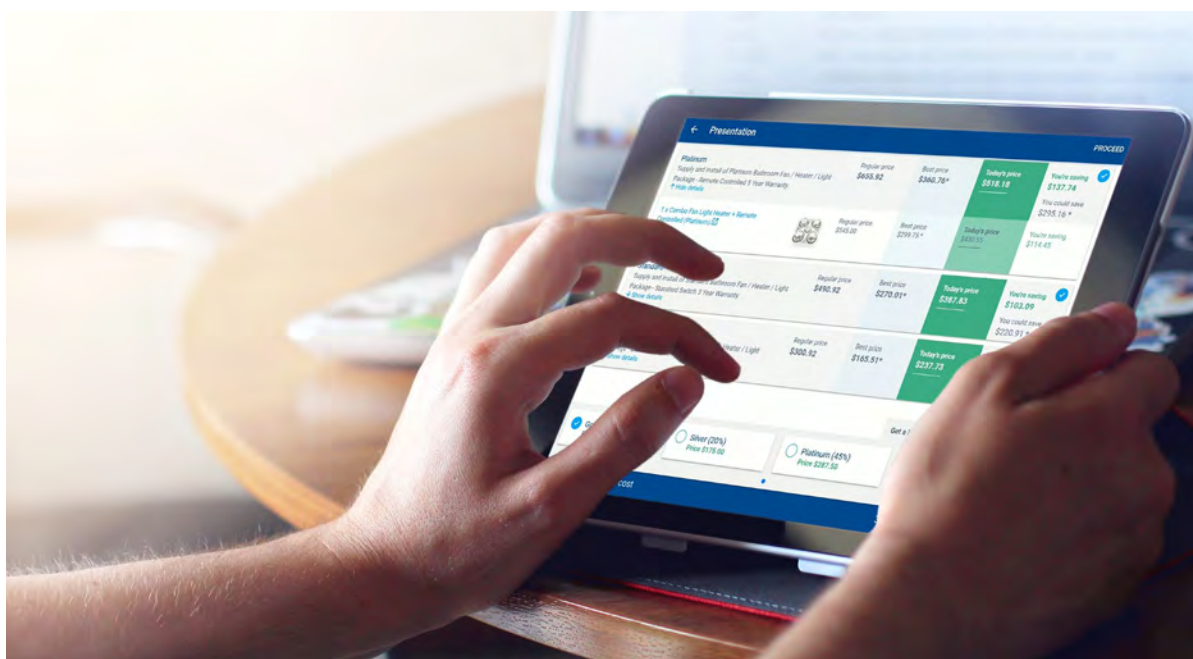
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Field service in the cloud

Cloud-based software has revolutionised the field service industry. From the cloud, businesses can access their data and manage resources from anywhere and anytime internet access is available. Cloud-based solutions increase access to pertinent data, automate manual processes and improve operations which ultimately help businesses grow and stay competitive in the marketplace. By implementing a cloud-based platform to manage operations, field service businesses can save time and increase efficiency.

“The field service management market is forecasted to grow from USD 2.8 billion in 2019 to USD 5.9 billion by 2024.”

— MarketsandMarkets™



Benefits of Working From the Cloud

An increasing number of field service businesses are switching to cloud-based software for estimating, project management, invoicing and everything in between. The investment in cloud-based software has allowed companies to increase profits and reduce their IT operating costs.

How can the field service industry benefit from cloud-based operations?

01

Increase billable hours

When tasks are automated and streamlined, there is more time for businesses to focus on the bigger picture rather than struggling to keep track of job details and other manual processes. Cloud-based operations allow internal processes to move faster and more efficiently, thus increasing billable hours within a business.

02

Increase organisation

A cloud-based platform helps field professionals create streamlined systems and organised processes for managing staff, relaying information to customers, tracking inventory and more.

03

Avoid losing vital information

Cloud-based systems make it easy to capture and archive important customer and job details. With paper-based operations, it can be difficult to find information from past jobs, and it is a challenge for field staff to keep track of their job notes. With cloud-based software, these processes are simplified and all information entered into the system is easily accessible from the office and the field at any time.

04

Scale business with ease

Within a cloud-based platform, it is easy to add and remove employees from the system as needed. In a growth period, this reduces time, effort and additional costs associated with scaling. Businesses that use the cloud do not have to scale up on internal hardware infrastructure or budget for increased security licensing.



Common Misconceptions

RUNNING ON THE CLOUD

Field service professionals often fear that moving operations to the cloud will cause an increase in costs, a lack of security, and that the efforts will involve too much valuable time.



Cost

The costs associated with implementing a cloud-based solution can be a key concern for businesses. However, IT operating costs are often shown to reduce once cloud-based applications are in place. The initial set up costs for cloud-based software are frequently less than the setup costs for traditional on-premise models. Cloud applications are typically sold on a 'per user, per month' subscription basis providing a high level of control over IT spend.



Security

Another key concern for field service businesses considering a move to the cloud is data security. Research conducted by [Field Service News](#) found that 48% of the field service companies surveyed cited that security concerns impacted their decision to not yet move to the cloud. At simPRO, data hosted in the cloud is significantly more secure than data stored in on-premise solutions whether in the office or on shared virtual servers. We have invested heavily to ensure that our customers benefit from the same infrastructure and security protocols that are provided at large banks.



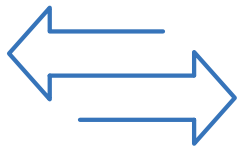
Time

Often, businesses feel that the investment of time involved in switching to cloud-based software is not worth the effort. While it is true that adopting cloud services can take hours of planning, data transfer, and re-organising, once new processes are implemented, previous time-consuming, manual tasks can be eliminated.



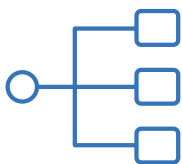
How to Transfer Operations to the Cloud

In order to make a smooth transition from paper-based systems to cloud-based operations, we encourage businesses to consider these three steps:



Plan for data migration

One of the biggest challenges in moving to the cloud is ensuring that all of your data is transferred. Before implementing a cloud-based platform, organise your data and make a plan for the actual transfer. If you have a lot of data that can't be moved all at once, create a dedicated plan for the data transfer.



Consider new workflows

Evaluate how your current workflows will be affected before implementing software. Communicate with all staff who will be using the new cloud-based system, and make sure teams are aware of how there will likely be changes to their current processes. Communicating clearly during organisational change is vital as it can lessen confusion and help staff feel confident about the changes at hand.



Work with a consultant

An experienced implementation consultant can partner with your business to integrate new cloud solutions. When considering a software provider, make sure you will have access to a knowledgeable consultant or advisor to make the transition as smooth as possible.

The simPRO Cloud

simPRO provides an enterprise-grade cloud network specifically designed to host our software offerings in an easy-to-use and reliable platform. The simPRO cloud infrastructure ensures that simPRO-provided applications perform to their fullest potential with the highest level of control and scalability.

simPRO's cloud environment is a highly-available, multi-tenant platform created to provide superior performance, availability and data protection. The simPRO cloud spans across data centers in multiple locations globally to ensure reliability and data protection in case of major impact events. The simPRO cloud also enables the engineering team to deploy and support simPRO systems quickly while avoiding issues with on-premise installations and configuration.

simPRO Cloud Data Centers

Chicago | Dallas | London | New Jersey | San Jose | Seattle | Sydney



Automated software updates

99.9%

99.9% Service Level Agreement (SLA)

24/7

24x7 systems availability



Nightly automated database backups

24/7

24x7 proactive monitoring



Easy remote and mobile access



Architecture of the simPRO Cloud

Each location in the simPRO data center network is comprised of a range of load balancers, web servers and database servers which are all simultaneously connected to each of the other data centers. This ensures geographical fault tolerance and maximises uptime of simPRO services.

The simPRO cloud is built on technology from leading providers such as Cisco, KVM, FreeBSD, PostgreSQL and Lighttpd which are the same technologies used by banks and many major service providers. All systems have been rigorously tested and are customised for use on the simPRO network.

The simPRO cloud architecture provides:

01 Reliability

The simPRO cloud utilises the latest available load balancing and acceleration technologies to ensure a highly-consistent operating environment. This means our systems will automatically redirect traffic away from outages while ensuring high performance.

02 Performance

Performance of each system is monitored 24/7 by automated systems and by our engineering team.

03 Security

Our systems provide security for both the servers and the data. A range of processes across servers ensure that the best proactive security measures are adhered to at a systems level. All events and access are monitored in real time. Data storage is segregated across private networks within each data center and not accessible on public networks.

04 Scalability

Each system and service within the simPRO cloud is designed to scale horizontally so that service capacity can be increased as required to meet growing demand. Overhead allocation also ensures that the system has plenty of headroom to handle load spikes.

Data Security

Data security is a primary focus in simPRO engineering and development processes. For more information concerning how we deal with data on our website, please view our [Personal Data Protection Policy](#).

Data Centers

Each data center and peering point (or IXP) are based within countries that have signed cross border privacy enforcement agreements. The data centers are world-class facilities and are SOC 1 Type II, SOC 2 Type I and SOC 2 Type II accredited.

All data in the simPRO network is simultaneously replicated across data centers and securely encrypted by each data center for maximum data integrity.

Secure Environments

At a systems level, a range of private networks and firewalls are employed within the primary stages of each data center installation to ensure segregation of systems where required. This also serves to firewall data stored so that it is inaccessible from public networks and can only be accessed securely by applications over encrypted private network services.

All production environments are secured and selected for PCI DSS compliance to ensure maximum data security and to limit access to such data even at the server administration level. PCI compliance is the same standard adhered to by banks and credit card companies when handling financial and transaction information.

Offshore Storage

Clients with policies around offshore storage of sensitive data should contact simPRO to ensure their data storage within the simPRO network meets these policies. simPRO can provide private cloud installations to overcome issues around offshore storage of data and any other geographic data access and hosting policies.





simPRO Cloud Certification & Testing Standards

Data Redundancy

Database Data

All active database servers are replicated in real time to secondary servers within the same data center. This means that every time a transaction occurs on the database, the exact same transaction occurs on the secondary servers. In the unlikely event of a problem with the primary server, we can switch users to the secondary server without losing data.

File Data

All file data is replicated in real time across all data centers. Additionally, slave file servers are kept active for failover purposes. Data can also be segregated at a server level during maintenance and outages and then resynced automatically on service restoration prior to re-inclusion in the cloud pool.

Data Snapshots

While the range of systems are designed to avoid failure, a catastrophic event approach is also applied to data security. All database and file data (including file attachments, databases and customisation code) are snapshotted every 24 hours and then archive on a backup private network within each data center in the event of catastrophic failure.

Infrastructure (DC) Certifications

ISO 27001

Level 1 Payment Card Industry (PCI) Service Provider

Safe Harbor Certified

CDSA Content Protection and Security Standard Certified

SOC 1 Type II

SOC 2 Type I

SOC 2 Type II

This ensures that in the event of a failure, we are able to fall back to the previous night's backups.



Discover how
simPRO's cloud
solutions can
benefit your
business

simprogroup.com

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