

Eagle Press Release



...Expertise in the Field

Exel Set to Fly with Eagle Field Service

25 years of industry experience enables Field Service Management companies to reach new heights in service delivery and customer satisfaction.

Exel Computer Systems, a leading UK based author and developer of business management systems extends its expertise into Eagle Field Service, an advanced and flexible field service management (FSM) solution. Drawing on its proven reputation for using state-of-the-art technology to enable businesses to achieve their maximum competitive potential, Eagle Field Service uses the latest innovative Internet technology to deliver unprecedented levels of control and visibility to field service businesses.

Exel has drawn on its rich experience and expertise of over 650 successful business management implementations around the world to ensure that companies using Eagle Field Service are best placed to overcome the challenges not only of the current business environment but those that will emerge in the future. At the heart of this is a true end-to-end mobile management solution that provides real-time information and resources to field based engineers, delivered direct to their mobile or touch screen device. Service engineers can access and update information held on the back office management system, again in real-time, which ensures that from a company perspective, all company-wide mobile data as well as all office-based information is unified throughout. From a company customer perspective, it means that they can be kept completely up to date with the most accurate information which in turn can only help maximize customer satisfaction levels.

Rue Dilhe, Exel's Managing Director, explains why Eagle Field Service brings expertise in the field that can be trusted. "Competition in the field service sector is sky high at the moment and only those companies that can consistently deliver outstanding levels of customer satisfaction will survive. These companies rely extensively on the reliability not just of the data within their field service management solution but on the reliability of the solution itself to keep their customers satisfied and growing their business. You can't afford to make any mistakes – customers will just go elsewhere."

He continues, "Unlike many vendors, Exel has almost a quarter of a century's experience of understanding customer requirements and then delivering them. That experience permeates the entire company and its solutions and our consistent proven track record of success means that field service companies can have maximum confidence in our ability to give them what they need. It also means we'll still be here in the years to come and therefore able to keep on doing so which offers a degree of future-proofing of investment that smaller, less experienced companies simply cannot give."

Further information about Eagle Field Service can be found online at <http://www.eaglefieldservice.com> or directly from Exel Computer Systems.