

IMPLEMENTATION SERVICES

Euclides is committed to every customer's project. Our experienced team has a proven track-record of achieving the highest quality results. Our process gives us the ability to remain agile, provide savvy customer service and maintain a high degree of professional delivery. We offer the best time-to-market for our customers. That is the Euclides difference. A **successful implementation** is critical in order to deliver the expected return on investment and user acceptance with workforce management solutions. You count on a partner that has the **proven methodology** and **solution expertise** to lead and guide the implementation process from initial workshop to system launch.



OUR METHODOLOGY

1. Requirements Gathering Workshop
2. Document Business Requirements, Design and Intergration
3. Configuration of the Solution
4. Test, Q&A and Deliver the Solution
5. User Acceptance Testing
6. Training
7. Deployment
8. Warranty and Support



Euclides provides highly competent people with deep-domain knowledge to deliver solutions for your specific business requirements. We will become part of your team and deliver solutions that complement and enhance your current processes.

INTEGRATION SERVICES:

Through web services and XML, we provide real-time integration of systems:

- ERP/CRM/EAM/Legacy
- HR/Billing/Finance/Accounting
- Inventory and Parts Management
- Service Scheduling and Mobility
- GPS/GIS

Euclides integration team also can:

- Integrate with Salesforce, JD Edwards, Microsoft Dynamics, SAP, Oracle, legacy
- Consult on integration needs for the entire business to relieve burden of IT departments
- Display a high level of understanding customization's and techniques for every business need

SUPPORT SERVICES

STANDARD SILVER:

- Annual Business Hours Support and Maintenance

EXTENDED SILVER:

- Annual 24/7 Support and Maintenance

STANDARD GOLD:

- Annual Business Hours Support and Maintenance
- Dedicated solution architect for on-site visits

EXTENDED GOLD:

- Annual 24/7 Support and Maintenance
- Dedicated solution architect for on-site visits

BANK OF HOURS SUPPORT MODEL:

Our third support solution is a bank of hours that can be utilized according to business needs and also includes personal support from our Euclides Support Engineering Team.

OUR MISSION

Our mission is to provide **superior** service optimization solutions to our customers in order for them to manage and improve their asset and service management practice. We are **deeply committed** to spending as much time as it takes with our customers to learn their business and get them the solution they want and need.

The Field Service
Management and
Mobility Experts

WHO WE ARE

Euclides (www.euclidestech.com) was founded in 2006 by 3-senior veterans of ClickSoftware, a premier Field Service solutions vendor. Headquartered in Cambridge, Massachusetts, **Euclides operates globally**, serving clients in North America, South America, Europe and Asia. We are a small business that takes pride in being immediately available to customers, no matter where they are. Our team is made up of **driven** and **talented** technical consultants that have the primary focus to deliver ClickSoftware solutions for every client.

WHAT WE DO

We implement solutions that will **adapt** to our customers' processes, rather than the other way around. We have over **100** successful implementations of work order management solutions across the globe. Euclides takes **responsibility** for the ongoing success of our implementations and products through support and maintenance.

Service Order #	Location ID	Status	Street	Zip Code	Assigned Technician	Task Type	Notes
SORD00000441751	1	Cancelled	406 Hatton St	38301	Kenny Merritt	WTC	turns on water not locked atm
SORD00000441752	228290	Dispatched	125 E College St	38301	Eddie Bond	CTC	cable's out in breakroom. TH
SORD00000441753	234199	Dispatched	467 Chester Levee	38301	Keir Smith	ULMG	gv down. 616-7837
SORD00000441754	228290	Cancelled	125 E College St	38301		GLK	gas odor inside. THIS IS A T&E
SORD00000441755	260216	Dispatched	9 Little Brook Ln	38305	Doakian Wilson	JIT	no internet - Oper status show
SORD00000441756	1	Cancelled	125 E College St	38301	Brandon Bridger	ETC	215, 4210 services are not on
SORD00000441757	1	Cancelled	125 E College St	38301	Brandon Bridger	ETC	215, 4210 services are not on