

SageQuest, Leading Fleet Tracking Provider, Integrates With SedonaOffice, Offering Complete Picture of Field Activity to Security Industry

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In the security industry, office and field staff live in two different worlds – and connecting the dots is no easy task. The office doesn't have a true picture of what's going on in the field. Field staff are frustrated with interruptions when the office needs to know where they are and what's happening. In an industry that exists to keep people and property safe, fast answers and straightforward information is critical. That's what drove SageQuest (<http://www.sage-quest.com>), a leading fleet tracking provider, and SedonaOffice (<http://www.sedonaoffice.com>), a scalable business management & financial application, to deepen their partnership – making it easier to connect the dots between the office and the field.

Dennis Abrahams, President of SageQuest, commented, "There's very little room for error in the security industry – it's about helping people protect their property. Being able to put job information, work orders, and customer locations in the context of a map – that also gives you a real-time view of where your guys are – is critically important. This is the value of seeing GPS information from within SedonaOffice. What it boils down to is making the right decision, faster."

Decisions and activities are simplified when you've got SageQuest and SedonaOffice working together. SedonaOffice recently made the jump to software as a service (SaaS) delivery - making the [integration with SageQuest](#) that much simpler. Since SageQuest is also a SaaS solution, it's easy for the two applications to pass data back and forth. Instead of having to "stare and compare," two different software windows on their monitor, users have a complete picture of field activity that validates office operations from one location on the screen. For example:

- [Stopped drivers are automatically matched to work orders](#), which is displayed on the map and in SedonaOffice.
- Billing and dispute resolution is easier because GPS tracking data shows exactly how long techs were on-site.

- A clean, complete, and organized view of the field helps dispatchers quickly identify the best person for the job, as well make scheduling go more smoothly.
- Scheduling is smoother because dispatchers and customer service reps have a better picture of how long work actually takes, and can take travel times into account.
- Managers can easily get answers and take action relating to fleet performance with GPS tracking – it's easy to see things like average time spent per stop, miles traveled between work orders, non-work order related stops, number of on time arrivals, etc.

Michael Marks, co-founder at SedonaOffice, explains, "We want to help our customers be more successful. By going SaaS and integrating with SageQuest, we are able to offer more value to our customers."

About SageQuest SageQuest, a FleetMatics company, is the premier provider of GPS fleet tracking and management solutions that improve the overall efficiency of any mobile workforce. The company serves mid- to large-sized organizations offering real-time insight into vehicle activity and its impact on business. Known for its easy-to-use interface, intuitive reports, and industry-leading customer service, SageQuest is used by thousands of customers in the HVAC, telecom, cable, construction, plumbing, security industries that have thousands of vehicles on the road. Mobile Control is a software-as-a-service (SaaS) solution which integrates with existing workforce management systems to help improve their productivity. For more information about SageQuest, visit <http://www.sage-quest.com> or call (888) 837-7243.

About SedonaOffice SedonaOffice, a division of Perennial Software, Inc., is the leading developer of financial accounting and business management software for security alarm companies. Founded in 1996, the company has its corporate headquarters in Chagrin Falls, Ohio and the software development office is in Plymouth, Michigan. SedonaOffice is a Windows-based client/server software solution designed specifically for the security alarm and systems integrators industries. For more information about SedonaOffice, visit <http://www.sedonaoffice.com> or call (440) 247-5602.