The Ormandy Software Suite
## Proven Solutions for Operations Management

The Ormandy Software Suite provides all the tools to manage a complex operation within a fully-integrated system. When users have access to pertinent, real-time data, they can complete tasks faster, with fewer mistakes.

- Increase productivity
- Create predictability
- Minimize overhead
- Improve customer service
- Shorten the collection cycle
- Reduce employee workload

Integrations
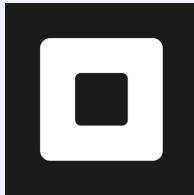
Shopify	Square	Avalara	Pipedrive
FedEx	Payeezy	UPS	QuickBooks

FrontLine is designed for efficient management of every process, from service quotes to financial management, and it is where most transactions take place. This guarantees one, secure source for all of your data, ensuring accurate retrieval and analysis.

With FrontLine, you can manage:

- CRM
- Point of sale
- Quotes
- Special orders
- Service tickets
- Equipment history
- Warranties
- Scheduling & dispatch
- Invoicing
- Inventory
- Bill of materials
- Reporting
- Rentals
- Recurring billing
- Large Projects
- Accounting

With FrontLine as the procedural core of your operation, the headaches associated with re-keying information are virtually eliminated. Information flows seamlessly through each step in your business cycle, cutting the time it takes to complete tasks.

All applications in the Ormandy Suite, as well as third party integrations, communicate directly with FrontLine. This centralized design allows for a more secure, efficient operation, saving time and improving profit margins.

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Why Mobile Connect?
Mobile Connect enhances productivity and improves cash flow through real-time billing. Mobile Connect is the field access app of the Ormandy Software Suite and is the information bridge between technicians and the FrontLine system. Your techs can receive notifications and update job status and service tickets in real-time with Mobile Connect.

- View, update & schedule events from the field for better time management
- Allow techs to complete unassigned events to save time and money
- Map customer locations to enhance travel efficiency
- Access customer information to improve customer service
- Attach repair images to service orders to strengthen customer relations
- Capture signatures for proof of repair to shorten the collection cycle
- Add inventory & services to orders from the field for increased accuracy
- Record technician time & labor to track efficiency
- Separate travel time from tech time & import to your payroll program
- Update service request status from the field for immediate review & invoicing in FrontLine

What is Customer Portal?
Customer Portal lets your customers access and provide information without interacting with a sales or service rep. The user can request service, view quotes & orders, search their equipment, review invoices, and make payments. Customer Portal has been engineered to shorten the service cycle and greatly reduce employee workload. Your customers and your employees will appreciate the efficiency that Customer Portal provides.

Why provide Customer Portal?
Keeping your customers happy is one of the best business investments you can make. When your customers feel satisfied, they come back and recommend you to others. Customer Portal provides freedom of access and ease of use, encouraging brand loyalty.

Does Customer Portal eliminate the need for service reps?
No. There is no replacement for a knowledgeable employee who can assist with a personal touch. Customer Portal can make it easier to be a responsive service operation by significantly reducing the time required to complete a service cycle.

How can I get Customer Portal up and running?
Ormandy's Customer Portal is a turnkey solution. Our team installs the application, connects it to your FrontLine Database, and sets up the page views. Any current FrontLine client is eligible to activate Customer Portal.

What is Insight?

Insight is a cloud-based analytics tool that deciphers data collected in FrontLine. It provides decision-makers with timely access to custom visualizations and KPIs from any device.

Why should I use Insight?

Operational understanding is key to success. Insight clearly identifies patterns that might otherwise go unnoticed. Armed with this knowledge, your team can make better informed, more profitable decisions.

How do I get started?

We connect the Insight engine to your Frontline database and install some key dashboards and visualizations. Our analytics experts help your team become familiar with the product and tailor views to meet your business needs.
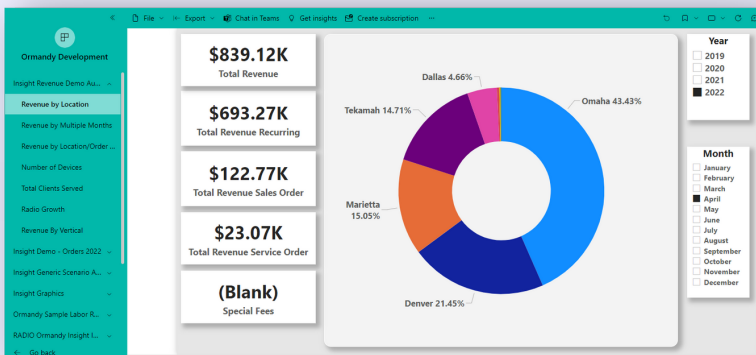
Implementation includes:

- Cloud Server setup and configuration
- Data porting from current software to FrontLine with data tables provided by the customer. Includes assistance with data cleanup
- Unlimited online training of licensed users
- Assistance with setups and walking through procedures
- Assistance with user setups and user security
- Assistance with setup of peripherals
- Importing of vendor product catalogs
- Design and implementation of custom forms with customer logos
- Review and adjustment of Ormandy Insight for initial requirements

Full Maintenance Support Plan includes:

- Regular updates and revision upgrades
- Unlimited online user support during normal support hours
- Unlimited online user training
- Online software troubleshooting and installation of enhancements and fixes
- Online installation and conversion of major upgrades performed during normal support hours
- User, peripheral, and other setups performed during normal support hours
- Forms modification upon request
- Vendor catalog imports where available in digital format

Why Ormandy?

- Industry-specific solutions
- Turnkey system implementation
- Unlimited training & support
- Custom programming

ORMANDY
40+
YEARS OF
Innovation