



# Ascent Business Systems

## Automating the Field Service Industry...Behind-the-Scenes

Most of the time, you don't even know they exist. But there's an entire industry devoted to keeping the American economy running smoothly. The field-service industry is staffed by mechanics, repairmen and service technicians, all working behind the scenes to keep everything, from your home air conditioning unit to the massive machinery you find in factories, running as it should. Ascent Business Systems, in turn, is focused on keeping the field-service industry running as it should.

Ascent Business Systems provides enterprise software solutions to small and medium-sized field-service providers, says CEO Mike Hutar. "We go in and meet with owners and management teams, and review and evaluate their current operational processes," he says. "Then we focus on replacing or shoring up those processes in order to make that business best-in-class."

Ascent has been working with field-service businesses for 20 years, says Hutar. "We understand their needs. We're able to give them an infrastructure and a portfolio of business solutions that enable them to grow. Then we stay with them and adapt those solutions as their business grows and matures. We call it our customer-for-life strategy."

Hutar says many of Ascent's clients have been with the company for 18 or 19 years. As the clients' businesses have grown and evolved, so have the solutions and services Ascent offers them. Today, Ascent provides a complete product line of business solutions, from accounting, service and logistics, customer relationship management and, most recently, wireless field technician solutions.

According to Hutar, the majority of business solutions Ascent offers are software-based. But once that software is implemented, Ascent also offers consulting services to streamline and improve operations even further.



Mike Hutar, CEO

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### Service Success University

Ascent's consultation services include Service Success University, launched earlier this year. "We took 20 years of experience working with thousands of these companies and compiled a 'how to' for all aspects of operating a field-service company," says Hutar. The web-based seminar includes information on back-office accounting, customer service, dispatching, inventory and much more.

"We took everything we've learned and encapsulated it into a program that allows owners and managers to see how others in their industry are doing things. It's a single, go-to place to find out how to make your business processes and transactions as smooth as possible."

### Sage Partnership

Ascent Business Systems is a strategic partner with Sage Software Inc., creator of the industry's leading business accounting software. The Sage product line of back office accounting solutions forms the platform upon which Ascent adds its own products and value-added services. "Our products have been designed to work seamlessly with the Sage accounting solutions," says Hutar. "The Sage product line provides our clients a wide range of world-class financial and management-reporting tools, superb customization capabilities, and scalability for growing businesses."



Authorized Partner

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