Is Tigerpaw a Good Fit?
You Decide

Tigerpaw is the premier business automation solution for managing your sales, installation, service after the sale, administrative functions and overall operations, automating every process of your business. Our sole purpose is to give you the tools to get and keep more customers. We strive to exceed our customer's expectations and to empower businesses to be in total control of their data.

Do you have multiple, non-integrated systems managing your customer and operational data?

Using several products to run your business is a common theme. Several businesses use their accounting software to run their financials and track orders, materials, purchasing and more. Deploying an integrated all-in-one solution can help you improve client relationships and increase customer retention. **Tigerpaw assists with managing and tracking all customer and order fulfillment activities through every stage, from inception through completion, in one system, facilitating a guided process with easily defined rules, workflow management, automated notifications, approvals, and escalations.**

Is it easy for employees to quickly find customer data critical to your business?

Your ability to access all your accounts, contacts and historical customer notes is essential to providing customer service levels that ensure your customers are satisfied, serviced and guaranteed to recommend your services in the future. **Tigerpaw is account centric and provides a one-stop view for accessing all your customer accounts, contacts, service notes, billing and points of contact. With Tigerpaw, we make it easy for anyone in your organization to share the same message, offer consistent customer service–anytime and every time.**

Is it time consuming to schedule your people and work?

Trying to dispatch, schedule, manage multiple calendars and bill accurately is a moving target. Wouldn't it be nice to view all your technicians on one group calendar, dispatch on a central board and bill directly from one database? **Tigerpaw gives you the tools to do just that. Our graphical dispatch board and group calendar is tied t o all your accounts, technician ticketing, billing and accounting. No longer do you have to search, cut, paste and manage multiple excel files. Combine, consolidate and work in real-time with Tigerpaw.**

Is invoicing quick, easy, and accurate?

Working in real-time with all your billing tied to your job, projects and technician labor is the best way to bill accurately for billable tech time, and to track non-billable hours, contracts, materials and varying rates of labor. Take your billing to the next level. **Require a product that gives you easy billing options at every point in a job, partial and progressive billing, the ability to consolidate several invoices into one bill, and the ability to bill directly from a quote or service order.**

Are you operating continuously, without delays caused by late arrival of materials or other factors?

Not having the products you need when you need them can cause embarrassing delays in your order fulfillment process. **With Tigerpaw you can manage the entire life cycle of the physical products you sell and deliver – and accurately forecast to increase product availability while reducing inventory levels. Materials management capabilities are integrated within the order management facility giving you the control and feedback at all touch points throughout the order fulfillment lifecycle. On the buyer's side, the Tigerpaw SmartOrder™ feature ensures prompt purchasing when the warehouse is running out of stock.**

Can you quickly and easily respond to service requests?

Every interaction with a customer is an opportunity to strengthen the customer's loyalty by providing high-quality, personalized service. Success requires the ability to respond faster to service issues by delivering the right answers to customers in real time. **With Tigerpaw organizations can have instant access to complete customer information along with the tools needed to turn that information into action.**

Is your scheduling, dispatching, and calendaring integrated throughout your business?

Tigerpaw provides cost-effective management of your entire workforce including your field workforce. With Tigerpaw's integrated calendaring and a graphical dispatch board you can schedule your field labor force for the most efficient performance of customer work orders with a clear overview of the current work-order processing status. Service technicians can use their hand-held and mobile devices to receive all relevant information and instruction on service assignments to be planned, executed, and confirmed with customers.

Would you like for your quotes and proposals to be automated and tied to your work orders?

With Tigerpaw, you can automate and coordinate order flow across the full order fulfillment lifecycle allowing you to take full control of the order with complete visibility through all fulfillment steps, eliminating manual processes and increasing accuracy and customer satisfaction.

Would you like to access a complete history of your customer from any touchpoint in your system?

Know your customers by easily viewing a complete customer history log: Phone call summaries, past appointments, completed tasks, sent documents and emails, service orders, invoices, communications and more in one single list. **In Tigerpaw you can respond faster to customer service issues, and empower your service organization to anticipate, address and deliver consistent, efficient customer care that contributes to long-term business profitability.**

Can you effectively manage, schedule, and track all project deliverables and resources in one integrated system?

Integrated project management provides accurate information that can lead to better decision-making and a positive impact on your bottom line. Project activities are scheduled and executed in a timely manner. Manage interdependent tasks and incorporate real-time resource availability, and skill sets into planning and scheduling. **Tigerpaw's integrated solution helps support all key business processes, enabling your people to better manage resource scheduling, materials management, order management, and invoicing. Tigerpaw projects manage every aspect of your project in one system helps ensure smooth product delivery and rapid response to changing customer needs helping your business gain a competitive advantage.**

Is your inventory data usually inaccurate?

Reduce inaccuracy by tracking inventories at unlimited locations and in vehicles. **Tigerpaw integrates all your order entry, inventory management, fulfillment, shipping, and billing, so you can get information and goods where they are needed—fast. With an integrated inventory management solution, you can get immediate feedback about stock supplies, automate manual procedures, reduce rekeying data, improve replenishment decisions, process orders quicker, improve fill rates and customer satisfaction, and get better returns on inventory investment.**

Can you easily focus marketing and sales efforts using intelligent data mining and segmentation tools?

In today's information-driven economy most companies are awash in customer data. Success requires the ability to transform that information into clear, actionable knowledge and respond more quickly to changing customer needs and preferences. **With Tigerpaw sales and marketing organizations can have instant access to complete customer information along intelligent list, segmentation, and communication tools to turn information into action.**