

How Capstone FSM Achieved 36% Growth with FieldFX



Customer Quick Facts

INDUSTRY:

Energy

HEADQUARTERS:

Escondido, CA

WEBSITE:

www.capstonefire.com

Capstone Fire and Safety Management was experiencing a period of rapid growth. This growth tested the efficacy of their reliance on paper forms, Excel spreadsheets, and hand calculations. In 2016, Capstone implemented FieldFX.

Since then, they have hugely streamlined their operations, and run 14,200 tickets through FieldFX, growing by 36%.

Capstone Fire and Safety Management is a provider of onsite firefighting, technical rescue, and safety services for critical infrastructure. They work with businesses, as well as with federal, state, and local governments.

Capstone's clients need to maintain exceptionally high reliability standards in order to achieve regulatory compliance with OSHA, reduce client risk and liability, and provide frontline protection of valuable assets.

In 2016, Capstone was using a pretty basic business platform. They were using paper forms, Excel spreadsheets and shared folders.

They would gather all of their 214s (field documentation forms) and perform hand-calculations. Business analytics did not exist. As Kristen Davis, Director of Account Management at Capstone, put it:

"Doing everything by and on paper was manageable with five trucks. It was getting a little tricky at 10 trucks. But when we really started to gain steam, this was not going to be a sustainable methodology. It was becoming a nightmare!"

Capstone got to a point where they did not have enough manpower to cycle through calls. Scheduling also became almost impossible, with enormous spreadsheets, double-booked employees, easily corrupted documents, and a non-existent CRM.

At the end of 2016, Capstone turned to FieldFX. They tried some available solutions, but none of them seemed as intuitive or comprehensive. Within a year, they were using FieldFX's full functionality. They were tracking revenue by customer or job type, daily ticket values, and equipment utilization. By 2019 they had fully retired their years-old scheduling spreadsheet!

"Last year, we hit 36% growth over the prior year. There's no way on earth we could have done this without FieldFX."

Kristen Davis, *Director of Account Management*, Capstone

Today FieldFX helps Capstone is achieving full-scale scheduling, dispatch, and personnel qualification tracking. Capstone's crews now have the accessibility to input offline data, especially in places where there's little-to-no cell service, and are now able to bill tickets generated by the field crew on a daily basis.

"In three years, we've submitted 14,201 tickets. Before FieldFX this was unheard of. There's just no way we could have gotten to where we were chasing each one of those forms in the field."

Since they started using FieldFX, in **two years**, Capstone has:

- Added 180 more field employees in two years.
- Added 16 more type-six engines.
- Added three industrial-type engines.
- Expanded to multiple new locations, including a new HQ in San Diego, satellite offices in Roseville, and three warehouses throughout California.

Overall, Kristen Davis has been nothing short of delighted with the results of trading paper and Excel for FieldFX:

"Last year, we hit 36% growth over the prior year. There's no way on earth we could have done this without FieldFX. I truly believe in FieldFX. I've taken my entire company on the product. I can't say anything more about it. It's just amazing."