VERSENTIA
DATA MADE SIMPLE

versentia.com // White Paper

Data Made Simple

Introduction

The Testing, Inspection, and Certification (TIC) market and the services provided are an important and continually growing industry. Market research reveals that the TIC industry will be worth over $100 billion by 2020. Yet, the TIC market continues to be held back by lack of technology use in daily operations and communications which hinders productivity, regulations and provided services.

Versentia, offers TIC industries the necessary solution to synchronize work done in the field with work done in the office, and allows it to be seamlessly delivered to the client. Versentia's mobile technology enables a field technician to work remotely while maintaining a constant line of sight with the back office. Versentia's cloud based platform delivers content to the users in a web browser, which allows for location independence. Versentia's client portal allows clients to add, view, manage, maintain and build reports of completed services, services in progress and services which require scheduling.

Contents

Lifecycle of a Service

Product Features

Client & Location Management

With Versentia data management is seamless enabling your business to spend less time on workflow and more time on client services. Dashboards deliver filterable data views giving your business a single tool to perform data analysis and operations management. With this tool your business can balance and adjust workloads, review services performed and analyze overall performance.
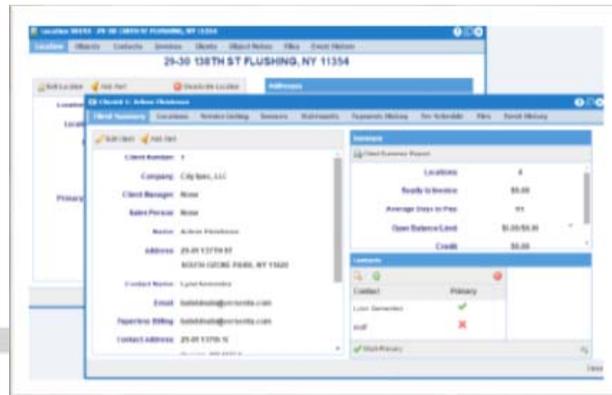
Invoicing

Versentia's invoicing capabilities enables your business to keep track of customized pricing, late fees and reoccurring payments. Invoices can be sent at any time during, or after a scheduled service by email notification. Invoices can be accessed online by your clients where the invoice can be viewed, paid and saved to pdf format.

Inquiry

Versentia provides your business with an easy to use tool which facilitates communication with your clients, while assisting your business in managing submitted inquiries. Clients submit inquiries to your client services staff from the Client Access portal. After submission, inquiries are manageable from the Inquiries menu.
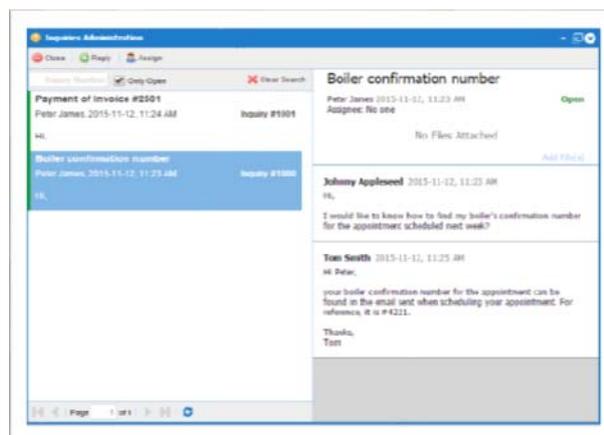
Scheduling

Scheduling is an important part of client and location management. Versentia allows clients the flexibility to schedule services, confirm or cancel appointments. Giving these abilities to the client allows businesses the time to focus resources elsewhere for maximum efficiency.
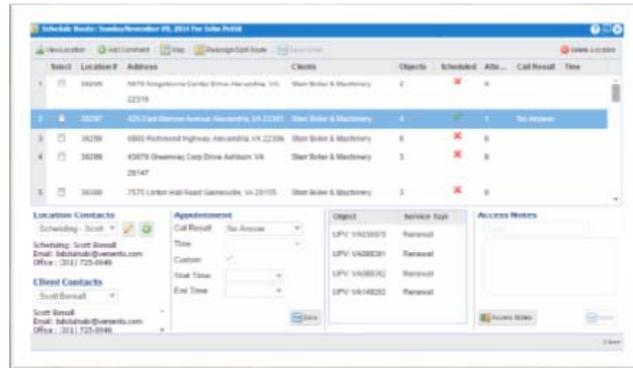
User Management

Clients and users are managed using the User Management capabilities. Within this tool your business can create roles, assign permissions all of which can be tailored to suit your business's needs.
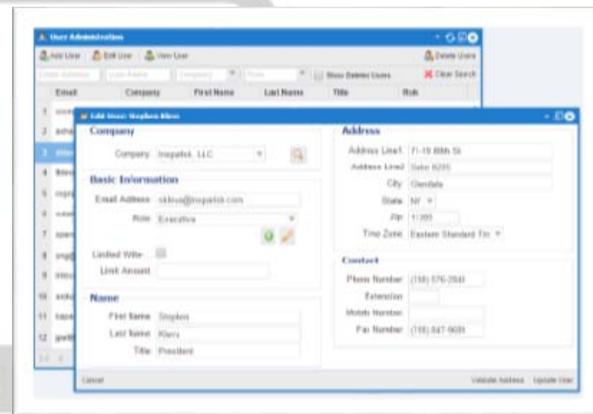
File Management

Versentia provides your business with the tools to spend less time searching for content and more time completing services. Versentia offers a document upload capability for infield staff to utilize when collecting data and performing services. Scanned documents are managed via mobile device or web browser and easily linked to a service for retrieval later. Versentia's smart searching capabilities empowers businesses with an easy and quick way to locate their content.

Quoting

Versentia facilitates quoting and service agreement capabilities eliminating the need for third party vetting of prospective clients. Businesses can add required information for a service agreement and then electronically send the agreement to a client. A prospective client can electronically sign the agreement, and when an agreement is accepted your business can turn the service agreement into an active location and add the client into the client database.
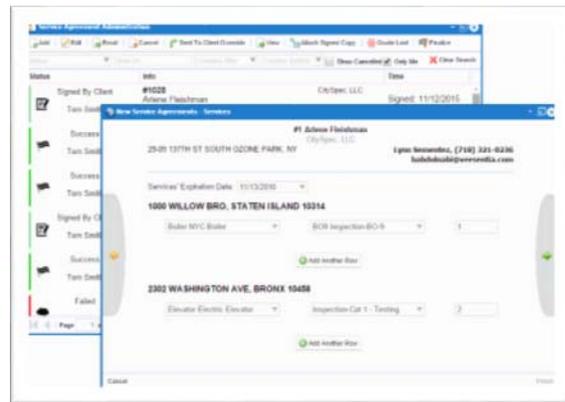
Routing

Versentia makes routing easy. This powerful tool uses ESRI technology to allow services to be routed by inspector, within a certain area, and it is all driven by a filterable list. Add all services from the customized list, simply drag and drop locations or remove locations one by one for a more customized and controlled approach. After the route is designed click create route and the route will be available on any mobile device for use by the field operative.
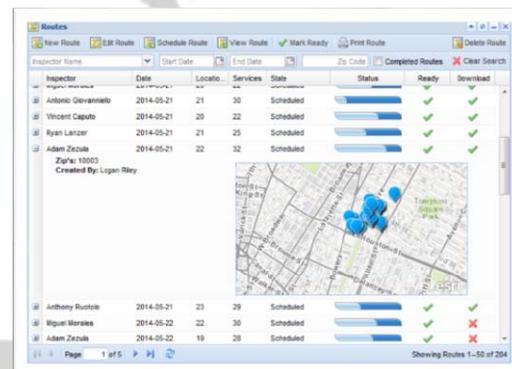
Mobility

Take Versentia anywhere; on any device. Versentia's use of mobile technology allows for location independence. Automatically obtain the location of an inspection with Versentia's intelligence capabilities. In the field sync a device to real-time data and link photographs to field service records stored on the cloud. Review documents before uploading. Know the most efficient and safest routes before travelling to a location. Receive real-time updates by email notifications, work offline and submit completed tasks when connectivity is available, use built in GPS to navigate to routed services and keep constant connection with the office.
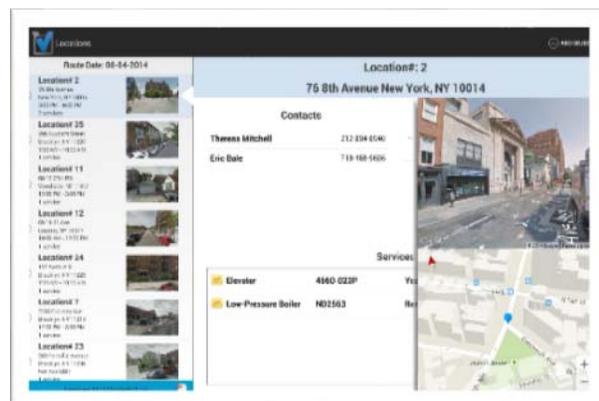
CRM Flow for Versentia
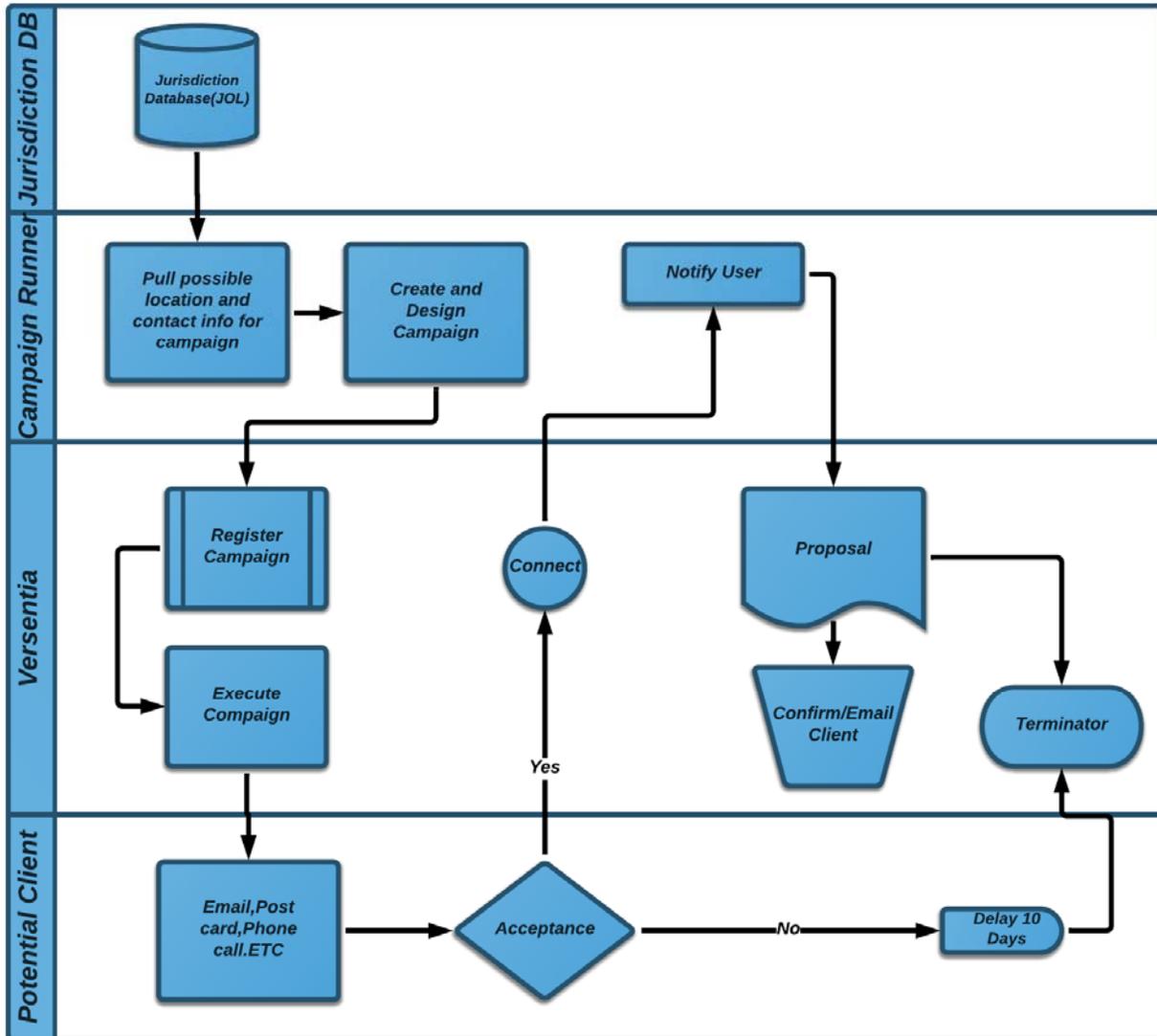
Customer Experience

Privacy

We use HTTPS encrypted connections between web browsers and mobile devices and Versentia's servers which ensures that the exchanged information that is safe and secured.

In the cloud, there can be many points of entry or attacks of malicious activity. Our hosting provider, SoftLayer, has a wide range of security options and your business's data and infrastructure will be protected.

SoftLayer integrates with three distinct and redundant architectures within a multi-tiered network topology. Systems are fully accessible to your administrative personnel but safely off-limits to others.

Client Access

Your customers want instant access to their information, their services, and the ability to pay their invoices on time. Client Access is the perfect way to extend your operation to 24/7 accessibility.

Onboarding

At Versentia, the onboarding process is the most important aspect when bringing on a new client. It is of the utmost importance that the processes and procedures for a business are implemented to mimic and ultimately enhance a business's current process. Versentia Support includes online documentation allowing new users to read how to use the software. Versentia Support includes phone and e-mail support delivering the assistance needed to the user community.

Case Studies

Insparisk

By deploying the Versentia Online platform Insparisk streamlined their workflow for account management, invoicing and dispatching in the office and completing timelier inspections in the field. Versentia enabled Insparisk to collect real-time inspection data using mobile devices which ensured quick inspection turn-a-rounds. The client access portal allowed Insparisks clients uninterrupted real-time access to their locations, reports and appointments.

Insparisk has various clients with differing needs up and down the East Coast of the US. Versentia platform was easily adjusted via the platform administration to accommodate all business needs.

North Dakota

By deploying the Versentia Platform, North Dakota and their Boiler & Pressure Vessel division was able to unify their inspection process both in the field and in the office. In addition, an access point for third party inspectors was developed allowing for entry of inspections by external inspectors not working directly for the State.

North Dakota needed a solution both for their in office staff and specifically third part inspection agencies that assist them with the inspection. Versentia Online acts as a portal to allow for electronic entry of all inspections being performed both by the State and by those on behalf of the State.

Under The Hood

System Architecture

Versentia is a multi-tiered solution which utilizes new technology. Versentia's was built using a .NET framework. Versentia's data tier utilizes SQL Server 2012 while Versentia's presentation layer employs ExtJS. Versentia's data and application software are hosted on SoftLayer which is a subsidiary of IBM.
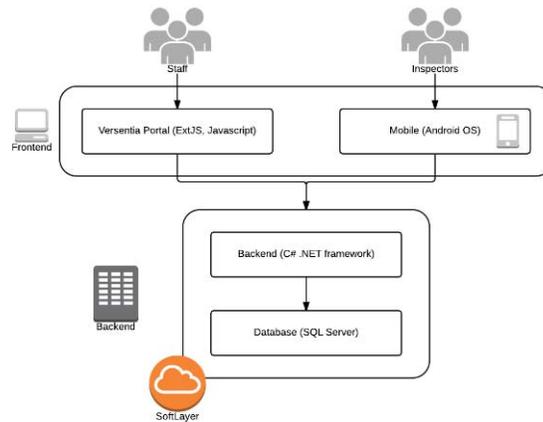
Security

Versentia takes security seriously. Versentia utilizes a three tiered security design.

- UI/Web Validation
- Data Access Validation
- Database Validation

When clients access Versentia from mobile or web clients Versentia authenticates against security roles established during implementation using the User Management Administration. As the submitted data passes through the application layer an additional data validation process reviews the data ensuring its validity. Before being committed to the database the data is checked one last time ensuring that the data is permissible.

Disaster Recovery

In the case of an emergency, rest assured that your data is safe and backed up. Since Versentia runs on the cloud, your data is protected and secure on remote SoftLayer servers. Transaction logs, record audit information on all actions taken on the database. The logs are backed up and updated every 15 minutes. Differentials, which are the changes made since the last full weekly backup, are recorded twice a day. Amazon S3 full backup is created and saved every week to create a restore point of your business's data.

Reliability

Versentia supports 3,000 concurrent users, which helps your business scale to meet volume and demand. Versentia's cloud hosting provider SoftLayer, promises a 99% network uptime, ensuring your business encounters little to no downtimes.

Every 15 minutes   Twice a day   Once a week
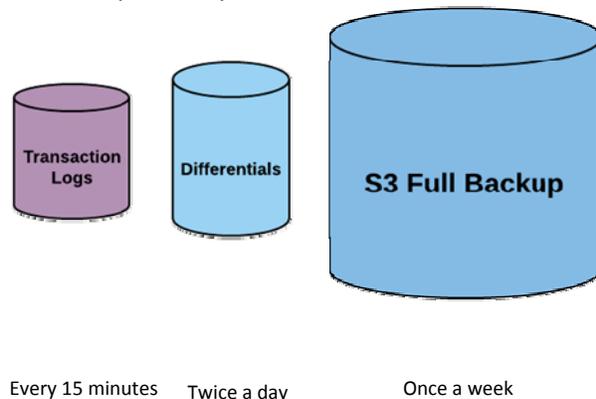
Summary

About Versentia

For over 20 years, Versentia has served the Testing, Inspection and Certification (TIC) market. The Versentia Platform is an end-to-end, cloud based, SaaS solution which manages field intensive jobs and workflow. Versentia offers basic functionalities such as CRM, scheduling & routing, and electronic invoicing and reporting, however, Versentia is nimble enough to scale to any business need. The Versentia Platform effortlessly supports thousands of transactions and concurrent users with ease and unparalleled efficiency, which is why Versentia is a leader in field management software. To learn more please visit www.versentia.com.

Call to Action

Together, we will identify key areas in your business's current technology infrastructure which are problematic to your business's growth and management. And together we will look for ways Versentia can create efficiencies and cost savings for your business. Businesses interested in obtaining a demonstration of Versentia and all its time-saving capabilities navigate to www.versentia.com/request-a-demo/, or email us at sales@versentia.com, or, feel-free to call us at 844-837-7368. Let Versentia get your business on its way to a more productive, streamlined and brighter future.