

## PROADVISOR review

# Alert Software by Fieldpoint

Overall Rating **9.50**

### Product Name

Alert software



### Reviewed By

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Alert Software is a web-based field service application whose solution is so robust it is difficult to imagine that one solution can do it all- but it does!! Alert Software begins with help desk support, and progresses to knowledge base management, field service dispatching, resource scheduling, project management, retainer contracts, timesheets, pricing and customer billing.

Alert Software allows you to incorporate your services operations into QuickBooks invoicing and financials without any duplicate entries. Integration is as easy as answering questions prompted by the installation wizard, and within a very short period of time, the Alert Software will be ready to exchange data with QuickBooks.

### Strengths

I do not know where to even begin. This product offers so much, is so robust, it's too much to even begin documenting. Alert uses Microsoft's® advanced .NET technology to provide Help Desk, Field Service, Contracts and Project Management applications. Alert Software offers a standard user interface, which gives their customers the ability to provide their own branded interface to employees, customers, and partners. There is a complete customization toolset, workflow, and escalation capabilities, offers integration to Windows® Mobile, Microsoft Outlook®, Microsoft® Mappoint, Microsoft Dynamics CRM 3.0, and various accounting applications.

Additionally, Alert also integrates with Microsoft Word Mail Merge, which allows users to export Alert data to Word. The Alert data as well as the Alert reports can be exported to Microsoft Excel for further analysis.

### Limitations

There are none. This product is so loaded with functionality this section should be titled FEATURES!

**I cannot find a single limitation with this product.**

### Wish List

Not a thing that I can think of.

Product Ratings	Rating	Ratings Definitions
<p><b>Setup and Installation:</b> Set up and installation was actually quite easy once I reread the documentation. The reason I am specifically stating this is the set up was documented well by Alert, but I did not focus on some key items that need to be absolutely correct in QuickBooks (simply stated, limitations on character fields in item set up that can be no more than 15 characters), otherwise the integration will not be successful. Once I refocused on this, installation was easy.</p>	9.5	<p><b>10.0 (Perfect):</b> This exceedingly rare score is reserved for a product that is as perfect as it could be.</p> <p><b>9.0 to 9.9 (Spectacular):</b> A product that receives a rating in this range succeeds at meeting all of its intended users' needs and has no meaningful drawbacks.</p>
<p><b>Interface:</b> The interface is completely seamless.</p>	9.5	<p><b>8.0 to 8.9 (Excellent):</b> A product that receives a rating in this range is superior in so many ways that its relatively few drawbacks are not very important.</p>
<p><b>Features:</b> Alert Software is 100% Web-based software for use with QuickBooks. This application offers so much standard functionality including Project Management, Helpdesk for Projects, Time and Expense billing, Resource Management, Document Management, Project Monitoring and Analysis, Technical Support and knowledgebase, Inbound/Outbound Email attachments to calls and Projects, Block administration and recurring billing, Maintenance contracts and revenue recognition, Work Order Management and Field Service Dispatch, Sub-contract pricing and voucher administration, Warranty Tracking, and, Mobile PDA support. All I can really say is WOW.</p>	9.5	<p><b>7.0 to 7.9 (Very good):</b> While the strengths of a product scoring in this range certainly outweigh its weaknesses, it has some minor faults that certain users should be aware of.</p>
<p><b>Ease of Use/Service and Support</b> Once the product was set up and properly configured, I had no major issues. However, please remember, I only looked at this product at the highest level for functionality, and most importantly, how it integrated with QuickBooks. This is a complex product, is not out of the box, and requires planning and training for a successful implementation. I am giving this section high marks due to my primary focus, which is the ease of use with QuickBooks - which is simple once it is up and running.</p>	9.5	<p><b>6.0 to 6.9 (Good):</b> This range represents a product that is above average. Its strengths slightly outweigh its weaknesses, making it good for most uses but not a standout.</p>
<p><b>Data Security / Privacy</b> I don't think I have evaluated any other product that had so many levels of security. I can't get over it, and I am so impressed with the options. Users are defined and set up within user groups. The user groups are further defined to determine access levels for form security, table security, and work flow security. Within each of these groups, the level of access is so granular, it is almost down to the keystroke in defining user access rights.</p>	9.5	<p><b>5.0 to 5.9 (Average):</b> A product that scores in this range is functional but unremarkable.</p> <p><b>4.0 to 4.9 (Mediocre):</b> Products in this range are below average. They fall in the middle of the pack for most features, but suffer from a few additional major flaws.</p>
<p><b>Integration with QuickBooks</b> Alerts QuickBooks integration is primarily to transfer batch-processed invoices within Alert to QuickBooks. Synchronization is bi-directional. The level of integration is so deep and robust, there is just too much to list. To cover the points at the highest level, this application integrates to Customers, Customer Types, Sales Tax Items &amp; Groups, Inventory &amp; Non-Inventory Items, Other Charge Items, Service Items, and Invoicing &amp; Invoice Line Details.</p>	9.5	<p><b>3.0 to 3.9 (Poor):</b> A customer should probably not consider purchasing a product in this range or lower. There may be one or two specialized circumstances, however, that could justify the purchase of this product for a very low price for a specific demand.</p> <p><b>2.0 to 2.9 (Terrible):</b> A product that receives a rating in this range does not satisfy any of its intended users' needs and has no meaningful strengths.</p> <p><b>1.0 to 1.9 (Abysmal):</b> A product in this range should never have been produced. This product has no redeeming qualities and worse, may actually harm the user or the user's productivity.</p>