



NG&G Facility Services International Gains Larger Clients with BlueFolder

"Ready to take our product offering and service to the next level we we're anxious to find work order management software that could offer our customers remote access and real-time account info. A self-service system offers

the software to support this product offering was the next-step, and after much testing, BlueFolder, along with it's Customer Portal, was the right fit.

"The two most valuable features found in BlueFolder are self-service and real-time access."

- Michael Cote, NG&G

The tools that BlueFolder brings to the table has allowed NG&G to market and sell to much larger clients such as, Cabela's, New Balance, and Lowe's. The service packages and support that they provide to these customers is highly desirable, but only possible with a smart, stable, and innovative software to support it. Mr. Cote states "the two most valuable features found in BlueFolder are 1) self-service and 2) real-time access." Both of which are provided to the customer through the Customer Portal.

tremendous value to our customers and is almost expected these days by the larger corporations we engage. Not having to pick up the phone just saves time, submitting service requests online is convenient for our customers and we're about giving our customers the best customer experience possible." - Michael Cote, NG&G

For the past forty years NG&G has brought innovative, high-quality solutions to the outsourced facility support industry by providing the technology, management, and field resources needed to ensure desired results. At the top of their game, NG&G recently felt ready to take their business to the next level by offering custom-tailored, full-service facility maintenance packages to large corporations identified as potential customers. These service packages would include specially branded, self-service software, as a management tool to simplify the service request process. Finding

CUSTOMER

NG&G Facility Services International
nggservices.com



BEFORE BLUEFOLDER

Successful, but with potential to grow. Desire to expand service packages for larger client. Marketing needed stronger positioning and messaging.

GOALS

Gain higher-end clients to increase revenue. Create new service packages and find software to help manage them. Streamline messaging and positioning.

WITH BLUEFOLDER

Gained several new, high-end clients while increasing revenue. Developed and managed specially-tailored service packages for larger clients. Streamlined messaging and positioning.

NG&G found the right work order management software in BlueFolder.

In 2014, NG&G subscribed to BlueFolder and since then have experienced three key benefits:

- Engaged the marketing and sales teams who are thrilled to gain exposure to new markets and to be a part of a larger team
- Focus on better customer service by offering and supporting highly desired, fully-customizable service packages to bigger accounts and more established corporations
- Revitalized service packages, aligned messaging and positioned for growth

Since the implementation of BlueFolder, NG&G has continued to grow and offer it's services to larger, more revenue producing accounts.

BlueFolder is a leading provider of Field Service Management solutions. The company's award-winning application delivers a simple and accessible web-based solution for businesses to manage their service teams, customer support, work orders, shared scheduling and billing. Companies of all sizes that use BlueFolder achieve an immediate return on investment by significantly increasing efficiency and reducing operational costs. As a result, users achieve sustainable competitive advantages while delivering a superior customer experience. Visit www.BlueFolder.com/pricing to see monthly subscription levels.

BlueFolder is a privately held company headquartered in Colorado Springs, Colorado. For more information, visit BlueFolder's website at www.BlueFolder.com or call 866.253.2583.