



Successware Introducing New Platform for Complete End-To-End Analytics-Driven Business Management; Learn More During 2022 AHR Expo at Booth N11437

New Year Means a New Successware™ Platform Hosted in the Cloud, As Well as a Full Suite of Success Tools and New HVAC/Plumbing Glossaries

COLUMBIA, Md. – January 2022 – Successware's customers in the trade industries have a lot to look forward to in 2022 with the launch of a new, more robust, state-of-the-art platform. With a more user-friendly interface, new data-driven features, and a move to the cloud, Successware is helping HVAC, electrical, and plumbing professionals better manage and grow their business. The new feature-rich platform is a fully integrated business management software and mobile application, just like Successware Classic.

Key upgrades featured in the new Successware Platform, coming April 2022:

- Our **new, analytics-driven reporting dashboard** will allow clients to see key performance indicators and advanced data analytics in an at-a-glance dashboard. This new tool will show total revenue, gross margin, cost of goods sold, and more in one convenient location, giving you access to essential business data that will help you drive decision making.
- The **call handling screen** will now be more intuitive and allow users to collect customer information to help schedule jobs easier. The call handling screen will automatically update scripts and available appointment time slots as job information is entered, such as call reason, job class, and job type.
- The **brand-new dispatch assistant** will make it easy to assign technicians to jobs with a new drag and drop feature. With this new feature, users will be able to see who is available for the job, the technician's skill set, and travel distance between job sites.
- **Hosted in the cloud**, the new platform gives businesses the benefits of increased uptime and security, scalability, data backup and disaster recovery, freedom to work anywhere and more.

Throughout the past year, Successware has been making other game-changing updates to its platform and mobile app, such as the September 2021 launch of Success Tools. These new functionalities included online appointment booking with Successware™ BookIt and mobile timecard management with Successware™ Track.

Two more Success Tools are making their debut in the first quarter of 2022:

- **Successware™ Pay:** Online payment functionality for customers that will tie directly into Successware's accounting module. Pay allows companies to email a link to customers with their invoice for online payment by credit card or ACH payment methods.
- **Successware™ Connection:** A robust omni-channel communication platform incorporated directly in Successware™ Office that offers clients voice, text, and email in one communications contact center. Connection will auto assign lead source, lookup and find customer records, and mark the call as booked or not booked to drive data-driven decision making.

Finally, **new HVAC and plumbing glossaries are coming to Successware™ Mobile and successware.com in early 2022**, giving technicians a convenient reference tool in the field to enable better conversations with customers when explaining their work and technical issues that need to be addressed.

About Successware

Successware is an industry leading, business management software provider for the home services contractor industry dedicated to ensuring customers have all the resources they need to manage and grow their business. Successware is part of Authority Brands, the parent company to leading home service brands across the plumbing, electrical services, residential cleaning, at-home care, swimming pool repair and maintenance, tree removal, restoration, and pest control services sectors. For more information, visit www.successware.com or call 888-272-8009.

About Authority Brands

Headquartered in Columbia, Maryland, Authority Brands' companies include 11 leading home service franchisors: America's Swimming Pool Company, Benjamin Franklin Plumbing, The Cleaning Authority, Color World Housepainting, DoodyCalls, Homewatch CareGivers, Mister Sparky, Monster Tree Service, Mosquito Squad, One Hour Heating & Air Conditioning, and STOP Restoration. Together, these brands provide home services through more than 1,900 territories operated by more than 1,000 franchise owners. Authority Brands is dedicated to supporting individual franchise owner growth by providing strong marketing, technology, and operational support. See www.authoritybrands.com for more information.

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