



## FROM ALARMS TO ACTION

### FROM ALARMS TO ACTION: A 360° VIEW OF FIELD SERVICE OPERATIONS FOR SILCO FIRE & SECURITY

#### Overview

Silco Fire & Security is a Midwest leader in life safety and security services, providing inspection, installation, monitoring, and maintenance for commercial and industrial facilities. As their business grew, so did the complexity of scheduling, compliance tracking, and technician coordination. Silco needed a modern platform that could centralize operations and support their field teams in real time.

#### Challenge

Silco had invested in Salesforce, but the system didn't reflect how the business actually operated. Technicians relied on manual calendars, dispatchers managed schedules through email and spreadsheets, and compliance dates lived in disconnected systems. Their ERP, Sedona Office, held critical data but wasn't integrated—limiting visibility, reporting, and operational efficiency.

#### Solution

ForeFront rebuilt Salesforce and aligned it to Silco's workflows and field service needs. Using Field Service and Field Service Mobile, we redesigned scheduling and dispatch, gave techs real-time access to assignments, and improved recurring inspection route management. Salesforce was integrated with Sedona Office and Silco's inspection documentation system, to ensure data flows seamlessly between platforms.

Throughout the project, ForeFront acted as a strategic partner by challenging assumptions, right-sizing solutions, and creating a scalable foundation for future growth.



**FOREFRONT**

Sales Cloud  
Service Cloud  
Field Service Cloud  
Field Service Mobile



Implementation

SedonaOffice ERP Integration



"ForeFront is very thorough and is a **true partner**. I most appreciate their ability to guide us through good and best options, and not just be technical order takers."



- Bill DeLong, CIO, Silco  
Fire & Security

#### Outcome

Salesforce is Silco's operational backbone for field service. Techs work more efficiently with real-time mobile updates, dispatchers can easily balance workloads, and customers receive automated appointment details. Automated renewals prevent missed inspections and unlock predictable service revenue. Leadership has unified reporting to enable data-driven decisions that improve profitability and customer satisfaction. Silco has the foundation to support what comes next, whether that's ERP modernization, AI-driven automation, or something else.



#### ForeFront

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732.212.0800 | [forefrontcorp.com](https://forefrontcorp.com)



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[marketing@forefrontcorp.com](mailto:marketing@forefrontcorp.com)