



## 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. Scheduling relied on spreadsheets and 275+ manual calendars, while inspection dates were tracked across disconnected systems. Sedona Office ERP held critical data but wasn't integrated with Salesforce, limiting visibility into customers, assets, and service performance. The result was inefficiency, limited scalability, and missed revenue opportunities.

#### Solution

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

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



Sales Cloud  
Service Cloud  
Field Service Cloud  
Field Service Mobile



Implementation  
SedonaOffice ERP Integration

**\$7.15M**

Annual revenue captured from 5% increase in technician daily billing rates

**\$20M+**

Previously unbilled inspection revenue uncovered

**275+**

Number of manual calendars eliminated

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



- Bill DeLong, CIO

#### Outcome

Silco runs field service on a unified Salesforce platform that has improved efficiency, visibility, and revenue. The transformation delivered a 5% increase in technician revenue, equating to approximately \$7.15M annually, and uncovered more than \$2M in previously unbilled inspection revenue through better maintenance plan alignment and scheduling. By simplifying operations and automating compliance tracking, Silco has reduced complexity and empowered leadership with trustworthy data. Even better, they are well positioned to support future initiatives such as ERP modernization and AI-driven automation.



#### ForeFront

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