

Nationwide Power

Cutting the Cost of Software
They Couldn't Fully Replace



CASE STUDY

Industry	Power and energy infrastructure services
Coverage	Across the US
Users	Approximately 45, split between sales and administration
The Build	Custom professional services automation (PSA) platform
Deployment	On-premise, on Nationwide Power's own servers, maintained by DevSquad
Engagement Length	6 years

SECTION 1: THE PROBLEM

Paying Premium Prices For A Platform That Couldn't Run The Business

Nationwide Power tracked its work on spreadsheets and printed PDFs, and confirmed job completion by traveling to the site. They sell and maintain the battery systems that keep large energy structures running across the country. To increase efficiency, they wanted one system covering everything

from first contact through installation and maintenance.

Since they were already paying for AutoTask, the owner's first instinct was to build what was missing inside it. But that went nowhere: AutoTask billed by API request, lacked the record relationships they

needed, and declined to build the missing pieces.

So, their IT manager took the project to an agency. That team started the build but could not finish it. The complexity was too big. That is when Nationwide Power contacted DevSquad.



Why AutoTask Is Still Running

Fifteen years of client history lives in AutoTask, and that history includes maintenance documentation. In the energy world, an incomplete maintenance record is a safety problem rather than an inconvenience. AutoTask does not open its database for an easy migration, so the history stays where it is. The new platform connects to it by API for specific things only.

SECTION 2: THE SOLUTION

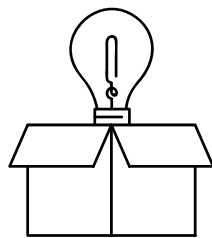
Every Process In One Platform, With AutoTask Reduced To One Job

Rather than migrate fifteen years of data out of a system that wouldn't release it, DevSquad **reduced AutoTask to a single job**. Every operational process moved into a custom platform, and AutoTask now serves as an archive, connected by API for specific requests only. The cost problem was solved by cutting request volume, because the vendor couldn't be fully replaced.

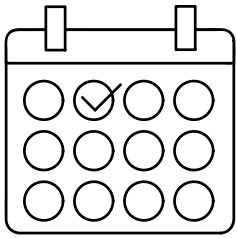
What replaced it covers the full operation.



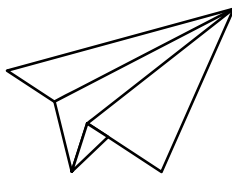
What The Platform Does Today



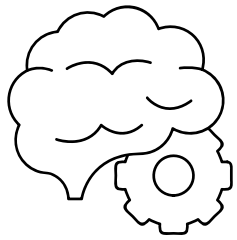
Offering creation covering service, product, and equipment lines



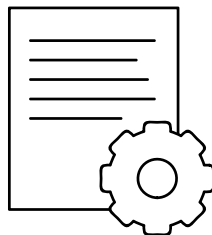
Recurring service scheduling set directly on the offering



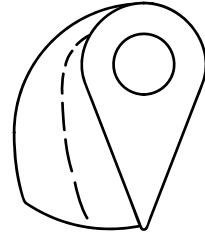
Order submission and approval, so no quote leaves on a stale price



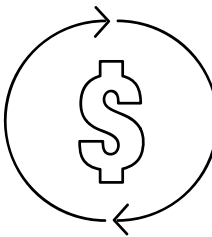
AI-generated contracts assembled from contracts already in the system



Automatic document creation for any service scheduled inside the next 30 days



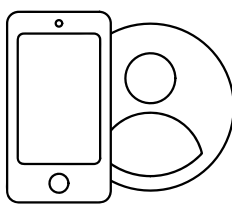
Map-based dispatch of the nearest engineer anywhere in the country



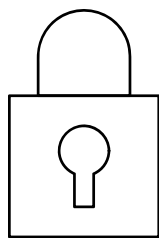
Automated commission calculation against market standards



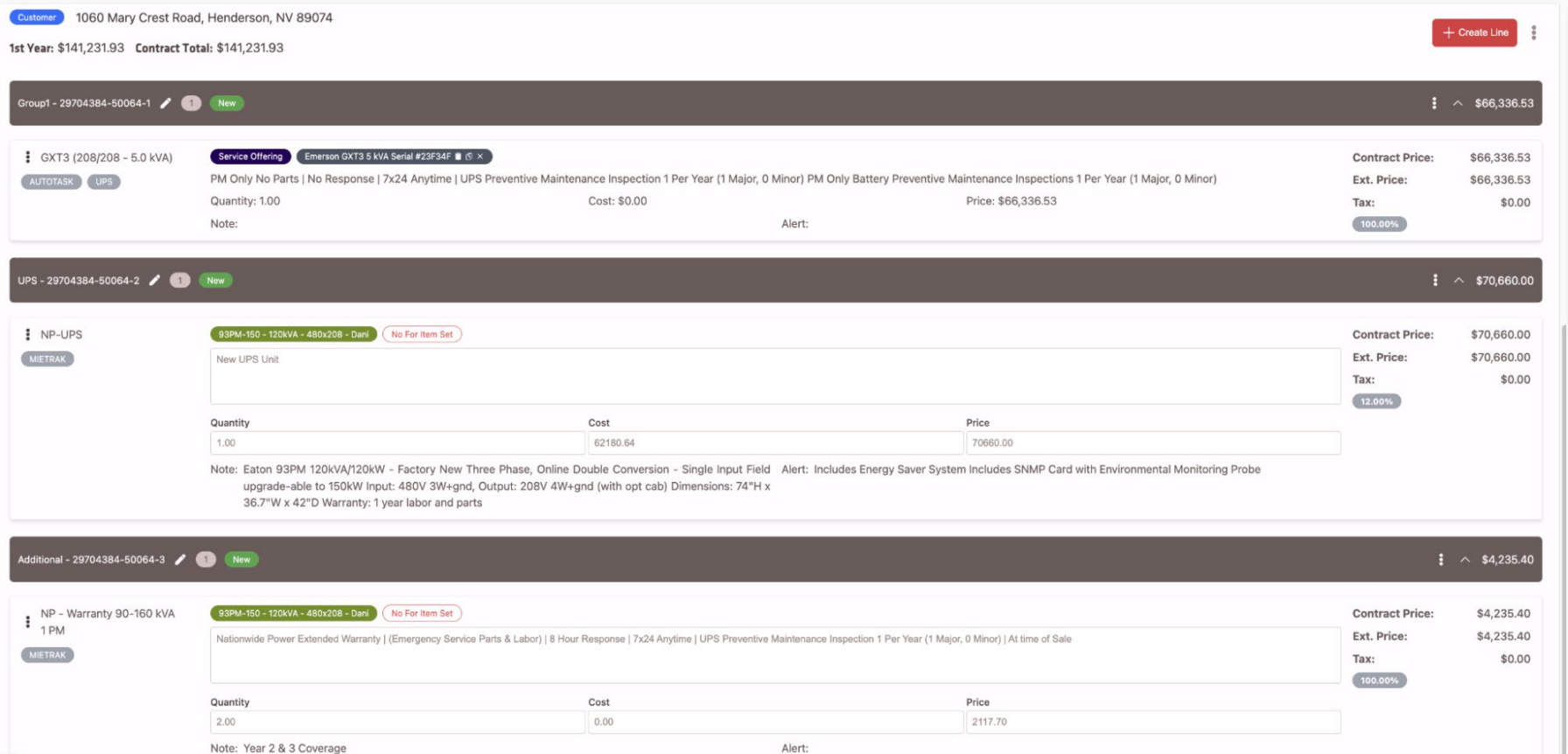
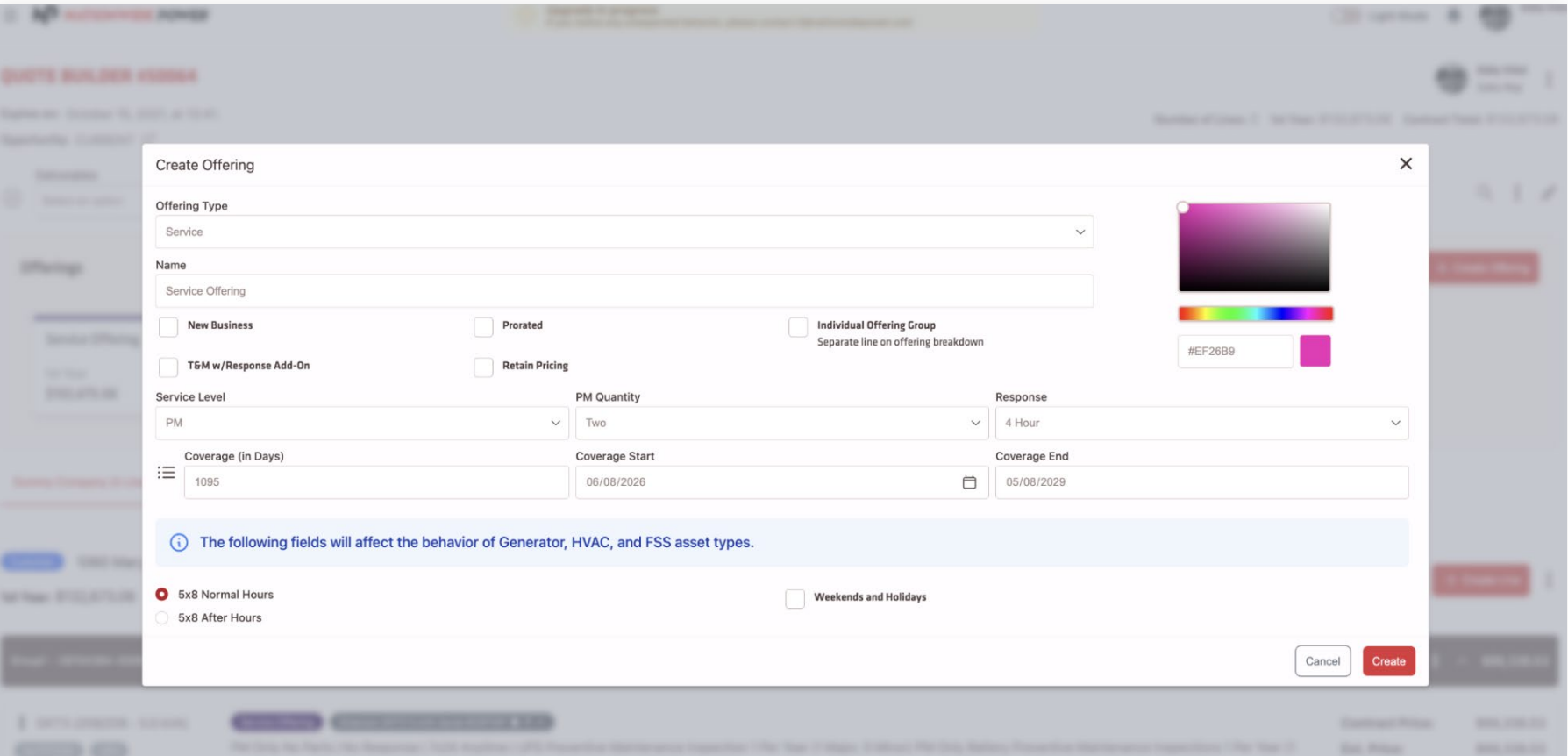
A pricing matrix, plus commission plans and bonuses



Prospecting cycle management with contact history



Section-level permissions managed by Nationwide Power's own administrators



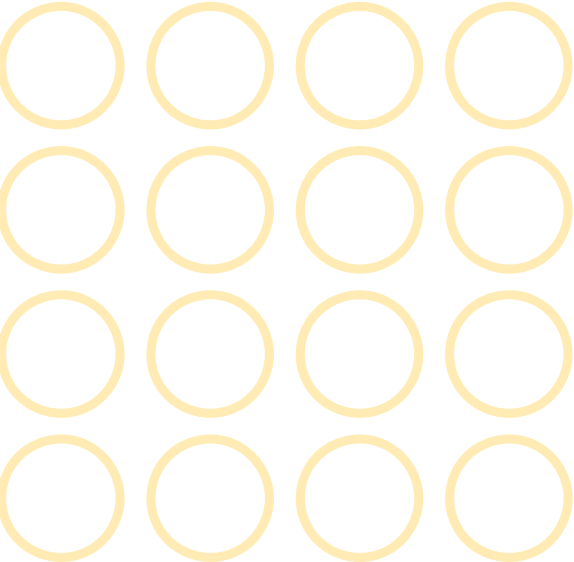
The contract no longer starts from a blank document. AI reads the quote builder and assembles the contract from agreements already in the system, and the salesperson refines it by selecting and deselecting terms rather than writing it from scratch. What once took roughly a week now takes about an hour.

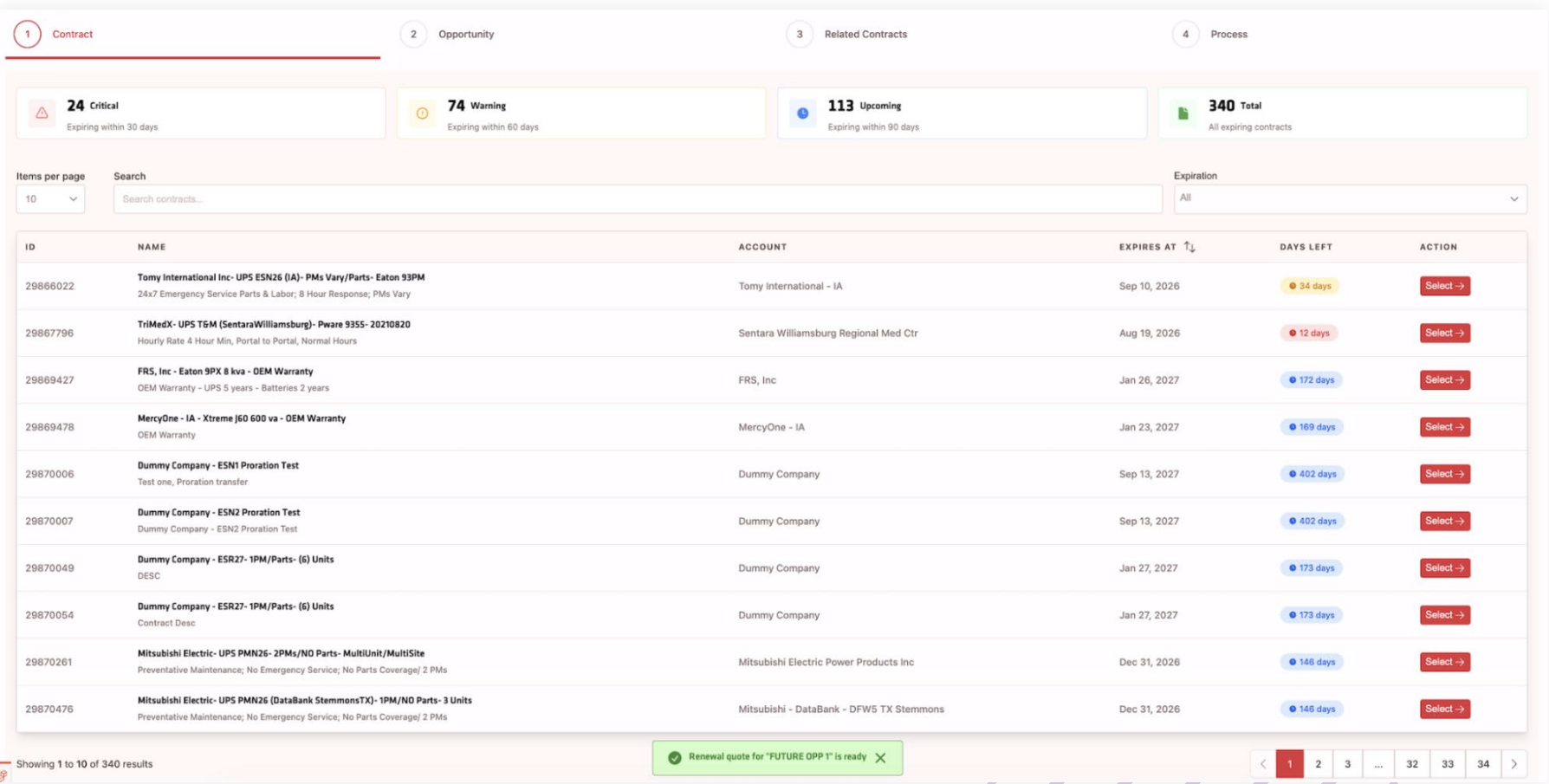
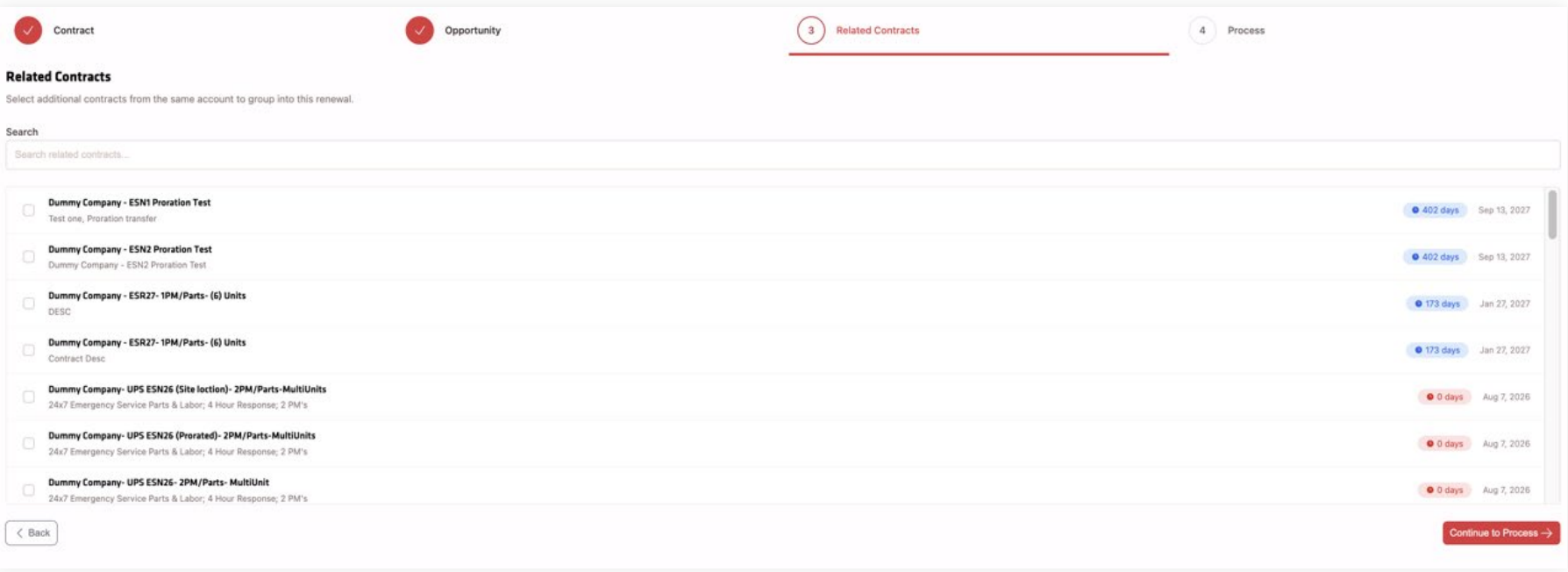
The full quote cycle has come down from one to two weeks to three days, and the time that remains is spent on customer conversations, service approvals, and scheduling rather than on paperwork.

Contract Creation Time Is Down From One Week To One Hour

Quotes begin with an offering that specifies what the client is buying and on what terms: service lines, product lines, equipment, and the recurrence. Options include full service or emergency service, parts and labor, four-hour response, and daily, monthly, or yearly frequency. Before the quote goes out, the order is submitted for approval so the pricing is verified rather than assumed, a step that previously ran through spreadsheets and occupied several people. One person now approves every order in the company.

Building an offering inside the quote





A contract that arrives already written

Protecting Margin When Battery Prices Move

Battery prices swing, and the batteries come from China. When a client on a ten-battery contract asks for an eleventh, today’s cost is not the cost when the contract was signed. Rather than pass the new price through, the platform calculates commission automatically against market standards. The customer’s service price holds. So does the margin. Nationwide Power stopped losing money without knowing it.

Before

Spreadsheets, printed PDFs, and travel to verify work

Contracts built from zero every time, about one week

Full quote cycle of one to two weeks

Multiple people approving orders and prices in Excel

Heavy AutoTask API request volume driving the bill

Prices exposed to battery market swings

Today

Every operational process in one platform, prospect through maintenance

Contracts generated by AI and adjusted by selection, about one hour

Full quote cycle of about three days

One person approving every order in the company

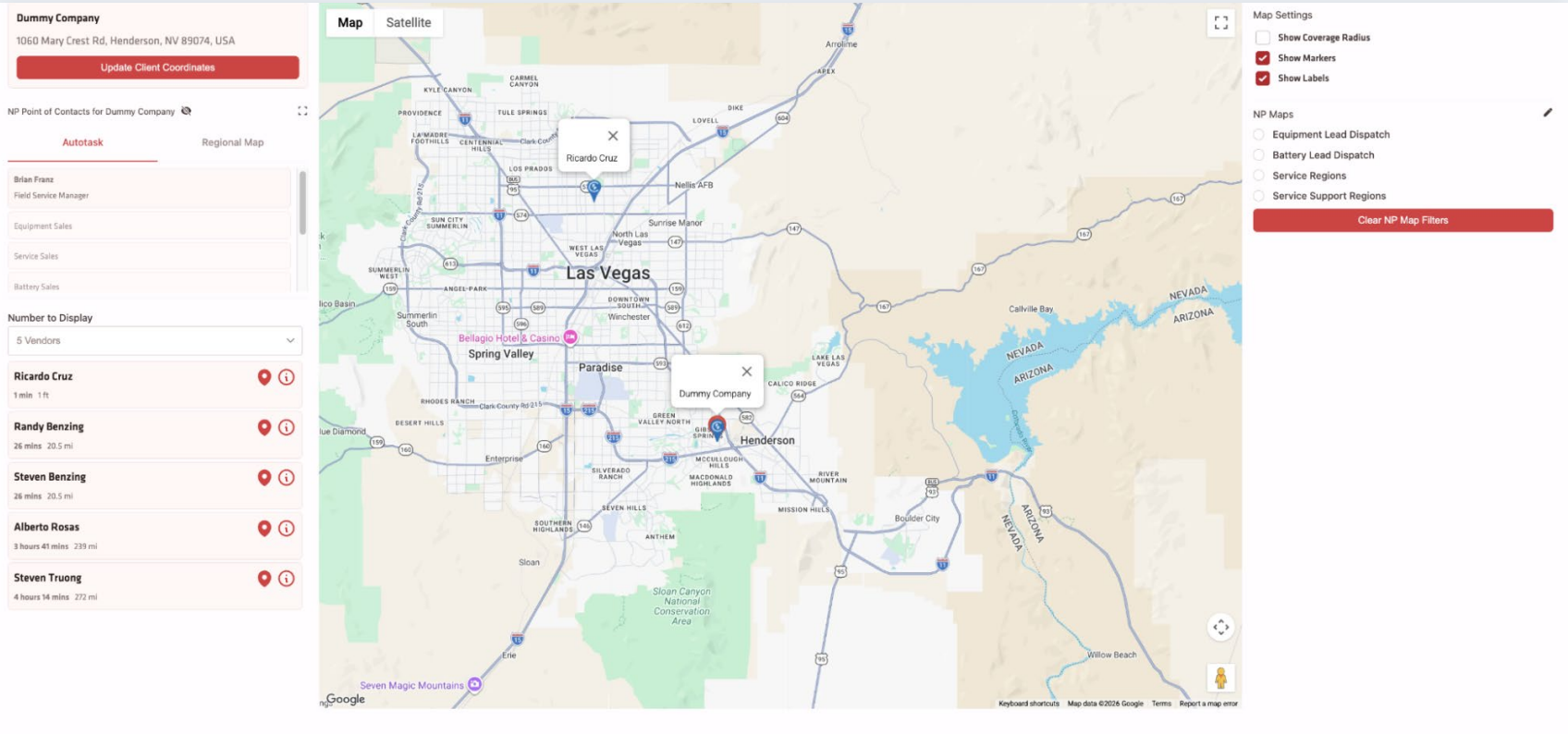
Request volume substantially reduced, AutoTask retained for historical data only

Commission calculated automatically to hold margin

Dispatching The Nearest Engineer, Anywhere In The Country

Nationwide Power’s engineers cover the entire country, so a service call in a metro area like Las Vegas can have several plausible responders scattered across the region. The platform plots them on a map and surfaces the closest one to whichever energy structure needs attention, whether the job is a repair or a battery delivery.

When a customer’s power goes down, every minute costs them thousands of dollars, and they call whoever can get there first. Faster dispatch is how Nationwide Power wins that call instead of a competitor.



The closest engineer, surfaced automatically

Security On An On-Premise Build

Their IT manager had real concerns about data loss and exposure, and DevSquad addressed them with specific controls: VPN-gated access through a defined approval process, production access limited to tech leads and the technical product manager while everyone else works in a mirrored sandbox, and server ports kept closed by default and opened only for deployment.

Understanding The Full Value Of Nationwide Power’s Custom Software

- **AutoTask spend is down.** Every operational process moved off AutoTask, so the platform is now used only for historical data. That cut the API request volume driving the bill.
- **Contracts take 97% less time to produce.** Meanwhile, quotes take three days instead of one to two weeks.
- **Prices hold when battery costs move.** Commission is calculated automatically against market standards, so the customer’s service price stays the same and Nationwide Power’s margin stays intact.
- **They can get to a job faster than a competitor can.** Map dispatch sends the nearest engineer anywhere in the country. When a customer’s power is down, they call whoever arrives first.

SECTION 3: THE PATH FORWARD

Extending AI Across The Workflow

AI already generates contracts, and the next phase of development extends it deeper into the platform. The first addition is a virtual assistant with full product context, allowing new employees to get answers about how the system works without pulling a manager away from their own work. Beyond that, the assistant will carry out the task itself and leave the user to verify the result.

Ready to replace your outdated systems and processes?

