FREQUENTLY ASKED QUESTIONS
ABOUT SUNSETTING WINTAC

FieldEdge

As technology in the field service space evolves, we have made the decision to no longer support or maintain Wintac after January 31, 2022. This FAQ document will help answer questions you may have about this transition. Please feel free to email questions@fieldedge.com with any questions or comments.

Q: What does it mean that Wintac is going away?

A: The decision to sunset Wintac means that we are no longer supporting, maintaining or updating Wintac after January 2022.

Q: Why is Wintac going away?

A: Due to technical limitations Wintac will pose in the future, along with increasing demand for more innovative and accessible solutions, we believe it's best to retire Wintac.

By sunsetting Wintac and focusing on FieldEdge products, we can continue to provide the highest level of support to customers like you. Many of the features you know and love in Wintac will still be available in FieldEdge, with increased functionality across many areas.

Q: I use Wintac Accounting – do I I have to switch to a new accounting system?

A: Since Wintac support is ending, we highly recommend switching to a new accounting system to ensure your data will be secure and accessible. We encourage you to switch to QuickBooks, the industry standard accounting tool for field service professionals.

When switching to QuickBooks, we offer preferred pricing packages through one of our partners. Plus, if you select FieldEdge as your field service management solution, our team will help safely transfer your data from Wintac to QuickBooks.

Q: Will I still have Wintac support?

A: If you currently have a support contract, you will continue to receive support through January 2022, unless your contract is up for renewal before that time. If your contract is up for renewal in 2021, we will reach out to adjust your next renewal period and contract accordingly. However, as of February 1, 2022, Wintac support will no longer be available.

Q: What if my current support contract ends after January 2022?

A: Please contact our team at 404-998-5204 to discuss options that are available based on your unique situation and contract.

Q: I have years of data stored in Wintac. What will happen to it?

A: Since FieldEdge owns Wintac, we have maximum visibility into the backend of your data. Our specialized data team has executed a growing number of Wintac to FieldEdge conversions. We're confident that the high level of support we provide during the implementation and data transfer process is unmatched by our competitors.

Q: What is the price difference between Wintac and FieldEdge?

A: FieldEdge pricing varies on company size and needs – please reach out to one of our product experts at questions@fieldedge.com to discuss your business's needs.