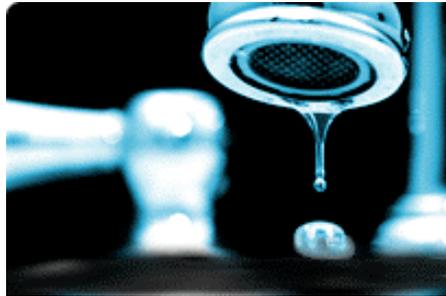


Drain Doctors Clears The Clog in Route to Profitability

Drain Doctors of SW Missouri combines Dispatched and Quickbooks to increase profitability and efficiency.

"It has saved us about 20 hours a week and we are a small company... That's a lot of time"



Fred Stewart	Name
Owner	Title
Drain Doctors	Company

SUCCESS STORY

Drain Doctors of SW Missouri

AT A GLANCE:

Customer:

Drain Doctors of SW Missouri

Location:

Rogersville Missouri

Industry:

Plumbing

Business Challenge:

Tracking of multiple service calls and preventive maintenance each day was producing mountains of paperwork, resulting in lost work orders, dissatisfied customers and delayed invoicing.

Solution:

Dispatched and Quickbooks

Results:

The solution resulted in drastic reduction in paperwork, increase in efficiency and significant savings in fuel costs and employee time.

Customer Profile

Drain Doctors of SW Missouri provides plumbing services to residential and commercial customers for the entire southwest Missouri area. Specializing in emergency service and preventive maintenance, Drain Doctors services a large geographic area.

Business Challenge

The main challenge facing Drain Doctors was with the paper based work order system. Memo pads, calendars, 3x5 index cards, paper maps, and scratch paper cluttered the office. Each piece containing important customer information, preventive maintenance contracts, service calls, and other documentation. Owner Fred Stewart sums the situation up in one word, "Chaos. It was total chaos. We could not track where technicians were or how long they were on jobs. We were often losing paperwork."

Along with the paperwork challenge, all of the information that was written on each piece of paper was being re-entered into Quickbooks for billing. To address this problem, Drain Doctors had even hired a part-time employee for 20 hours a week just to get all

Solution Overview

Implementing a work order software system will take some time and research to find the right solution. Having taken the free online tour of Dispatched was the main step. For any business owner or manager, it is taking the time to look at a system that is the hardest part, according to Stewart.

Stewart chose Dispatched – Service Management Software after looking at several competitors. In deciding whether to lease or purchase the software, Stewart comments, "We chose to lease the software because of the great tech support. Any problem is resolved right away." The technical support team is held in-house at DeFNiC Software. All support calls are given highest priority. You will not be speaking with an offshore, out of country, representative when you contact DeFNiC Software.

The initial setup time for the software was about 10 minutes, according to Stewart. DeFNiC Software also provides 8 hours of software training. Stewart comments, "With the training provided, of which we only took 4 hours, we can completely navigate the software."





the information organized before it could be entered into Quickbooks. Drain Doctors bills for time and materials, so it was very important to get each employees time into Quickbooks for each customer.

Tracking employees was also proving to be a difficult task for Drain Doctors. According to Stewart, the company was losing 6 to 8 man-hours in drive time each week. With technician driving across town for service calls, the amount of overtime was directly affecting their bottom line.

As with any service business, callbacks were a major concern. With the paper based work order system, "Our biggest problem was tracking callbacks, what was done and when," Stewart commented. "Dispatched completely resolved this issue, and provided complete control over the service ticket...nothing gets lost."

Prior to implementing Dispatched, Drain Doctors used 3 x 5 index cards to track service agreements for their preventive maintenance plan. Their was really no way to tell when a maintenance contract was coming up without going through the index cards.

When Stewart was asked what prompted them to make the change to an electronic work order system, he replied, "Profit, Overtime was killing us."

Business Benefits

Once the work order system was implemented, everything Drain Doctors needed was at their fingertips.

- Preventive maintenance contracts are automatically created with notification.
- Callbacks are tracked and we receive a detailed report by technician along with sales and time reports.
- Customer history is one click away.
- The Dispatch board and schedule show which technician is open and the jobs assigned.
- The mapping system allows Drain Doctors to see where all their work orders and technicians are.
- With the integration to Quickbooks employee timecards are automatically filled in with customer information.
- Invoices are sent into Quickbooks without any double entry.

"Dispatched has saved us about 20 hours a week, and as a small company, that is a lot of time. Everything is right in front of us on the Dispatched schedule. It frees up a lot of time for other things that need to be done. I don't have to remember when to bid a job or when we are doing a job, I just look at the screen. As a small business owner, I wear a bunch of hats. Dispatched freed my time up to do so many other things. I highly recommend this product." – Fred Stewart

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Fred Stewart
Owner
Drain Doctors of SW Missouri

Name
Title
Company

FOR MORE INFORMATION VISIT:

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