

## Overhead Door Distributor Closes the Door on Inefficiency

Overhead Door Company of Abilene, Inc. combines Dispatched with Mobile technologies and Quickbooks to create a total office solution.

**“Our accounting department went down to one person - working two days a week - from home!”**

<b>Delores Elliott</b>	<b>Name</b>
<b>Co-owner</b>	<b>Title</b>
<b>OHDOA</b>	<b>Company</b>



### SUCCESS STORY

**Overhead Door Co. of Abilene**

### AT A GLANCE:

**Customer:**

Overhead Door Co. of Abilene

**Location:**

Abilene Texas

**Industry:**

Overhead Door

**Business Challenge:**

Having several install jobs and multiple service calls each day was producing mountains of paperwork, resulting in lost work orders, dissatisfied customers and delayed invoicing.

**Solution:**

Dispatched with Mobile Technologies and Quickbooks

**Results:**

The solution resulted in elimination of double entry, paperwork, and inefficiency.

### Customer Profile

Overhead Door Company of Abilene provides sales, service, and installation of overhead doors to the central Texas region. Having been in business for 35 years, the company includes 1 satellite office and 25 employees.

### Business Challenge

Overhead Door of Abilene (OHDOA) has two types of jobs, one is an installation of new product, and the other is a service call on existing products. Using a paperwork order, the customers information would be written on the work order form along with the job description. Whenever possible, the work order was scheduled on a marker board calendar by each crew. By the end of the day, there would be a stack of 40 to 50 work orders.

With an average of 80 to 100 phone calls a day, the company staff were overworked and under constant stress. Company co-owner Delores Elliott recalls, “Our service manager would be on the phone with one customer, have a field technician on hold on the other line waiting for instruction, another field technician would be

### Solution Overview

Having used Quickbooks Enterprise edition for several years the company already had a good accounting system in place. OHDOA needed a good work order system that would be compatible with Quickbooks.

The implementation of Dispatched – Service Management Software far surpassed the requirements of OHDOA. “We needed a software system that could not only handle our volume of service calls, but would also handle our install jobs as well,” says Elliott, “Dispatched handles everything.”

When a customer calls in the information is entered one time. If it is an existing customer, the information pulls up automatically. Customer and job history can be reviewed with one click. The work order can be scheduled or left unscheduled. The built in mapping feature lets the service manager know exactly where all jobs are, and where each crew is, allowing for optimized routing, reduced fuel costs, and saved time.

OHDOA also needed a better way to get information to and from field technicians. “Our field technicians





waiting in the office to go over paperwork, the entire process was utter chaos.”

Once a field technician completed their scheduled jobs, they would call back in to the office for their next assignment. With the service manager on the phone, it was not uncommon for a field technician to be waiting on hold several times a day.

Double and triple entry of the same information caused lots of errors and lost time. “When a customer called in for service, the information would be hand-written on our work order form and placed in a stack. When the technician called in for the next assignment, a work order would be read to them over the phone. The technician would then write down the information again on a field form. Once the technician had returned to the office, the work order form would be completed and turned in to accounting where the same information would be re-entered into the accounting program. The same information was being entered two and three times, while the work order itself was being transferred to 4 or 5 different departments,” recounts Elliott.

Once the paperwork finally reached the accounting department, two people were required to handle the volume of work orders. According to Elliott, “Un-legible handwriting, wrong part numbers, and inaccurate calculations would turn a simple 4 minute invoice into 20 minutes of data entry and phone calls.”

were writing down the same information that was written on the work order form in the office. Then the next thing the technician would do is pull out the map book to find where the street is,” recalls Elliott.

With Dispatched the entire work order is sent wirelessly to the field technician in real time. The technician even receives a map with zoom levels so that they know exactly where the jobsite is. Once the work is completed, the technician simply clicks off which parts were used and sends the completed work order back to the office in Real Time. According to Elliott, “Technicians don’t even have to call in to the office. Our service manager already knows when they are ready for another service call.”

### **Business Benefits**

Upon implementation of Dispatched, Overhead Door Company of Abilene saw dramatic results. According to Elliott, “Each service technician is able to do one service call more each day than with our old system. Our office staff was reduced by 50%. Our service manager now does bids with his spare time. All of our information is only a click away. Our accounting department went down to one person - working two days a week - from home!”

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**Delores Elliott  
Co-owner  
Overhead Door Co of Abilene**

**Name  
Title  
Company**

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