

Success Story



Company Overview

Headquartered in Victoria, Australia, Total Plumbing Solutions provides quality plumbing and gas fitting service.

Industry: Plumbing

Year Founded: 1998

Number of Office Employees: 1 employee

Number of Field Employees: 2 employees

Business Challenges

Total Plumbing Solutions had been using another Australian-based service software program but the program was not meeting the company's overall business needs. According to Maxine Hartin, administrator for Total Plumbing Solutions, timely scheduling and clear, concise equipment histories are critical to the company's day-to-day operations and their previous system could not meet their business requirements.

In addition, the company's equipment maintenance schedules for customers can be complex, with different equipment and components requiring different service intervals. It is important that correct equipment and service tasks be issued within a single visit as they become due. This being said, schedules can change due to previous services. To ensure accuracy Total Plumbing Solutions found its employees were manually tracking schedules and agreement renewals to make certain nothing was missed. Also, forecasting part requirements for upcoming jobs was difficult to manage in their previous system.

Why ServiceCEO?

Careful consideration went into Total Plumbing Solutions' decision to switch business management programs. The company took a close look at its long-term costs of field licensing and annual subscriptions and its objective to provide superior customer service and decided that the initial financial cost of changing systems was easily substantiated.

Total Plumbing Solutions evaluated other business management solutions but selected ServiceCEO for its unmatched breadth of features and easy-to-use interface.

"We had a good idea of our businesses requirements and found that ServiceCEO carried the best overall features. We also liked its ability to provide clear and concise customer scheduling and a CRM solution." said Hartin.

Key Features

Total Plumbing Solutions cites a number of favorite features that have had a dramatic impact including:

- **Projects** – easily manages the company's service contracts and customers' schedules
- **Tasks** – tracks and manages all to-do's and includes pop-up reminders just like in Microsoft Outlook
- **Equipment History** – provides great details on the screen and the ability to clearly provide a history to field staff when a job is issued



Total Plumbing Solutions

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"We initially had some concern over the time zone difference but we couldn't be happier with the service and support we've received. Round-the-clock training and support resources for remote users are available at your fingertips and going live with the software was a relatively simple process."

Maxine Hartin
Administrator

- **Copy Job** – easily replicates an entire contract or a single job with one button which automatically flags equipment and populates schedules
- **Completion Wizard** – completes a job in less than a minute

Time Savings

Increased efficiency in equipment management and scheduling through ServiceCEO saves Total Plumbing Solutions a couple of hours per day, which not only makes for happier employees but also enables the company to spend more time focusing on customer care and deploying marketing initiatives.

The company also anticipates that ServiceCEO's licensing options will also contribute to more long-term savings for the company in the future - something its previous business management program could not do.

"It's so easy now to complete and bill our visits. Once a job has been quoted or called in the work is basically done. Even one of our large customers couldn't believe the speed at which we were supplying their invoices," said Hartin.

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