



CASE STUDY



QUICK FACTS

Industry Plumbing	Company Overview Residential and commercial plumbing company founded in Maui in 1982
Headquarters Maui, Hawaii	Annual revenue: \$10 million

BACKGROUND

Allens Plumbing is a residential and commercial plumbing service contractor in Hawaii. Founded on Maui in 1982 by Steve Allen, the original one-man operation has enjoyed steady growth over the years. "It's been great to watch this small company grow, but even though we're bigger now, the customer is still our top priority," Allen says. Plumbing has expanded their operations to include Oahu, and employs more than 30 people who handle 400-600

service calls each month. Known as "The Drain Surgeon," the company utilizes the latest technology, such as solar and trenchless technology, and the most skilled technicians to efficiently solve their customers' plumbing challenges. One of the most respected plumbing contractors on the islands they serve, Allens Plumbing continually strives to provide the highest level of service to their community's home and business owners.





RECOGNIZING THE PROBLEM

Allens first purchased Conrac2 from Compusource over 20 years ago when they were still a three-truck operation. After years of growth, this older software system became outdated and was no longer fulfilling their needs. With a greater number of employees and service calls, it was becoming difficult to keep track of the growing business. Word processing

documents and countless spreadsheets were not only inefficient, but becoming too overwhelming. Processes like quote management were spread out on individual computers with no centralized access. Allens Plumbing needed to find a way to better integrate various functions of the business, and make information more accessible to everyone in the company.

ASCENTE TO THE RESCUE

In 2004, Steve Allen migrated his company to Ascente field service software as well as adopted Traverse accounting software, a leading accounting package that seamlessly integrates with Ascente. Service trucks are now equipped with GPS tracking devices that integrate with Ascente dispatching capabilities to more efficiently manage service call activity. In addition, Allens Plumbing leveraged Ascente's Quote System, an easy-to-use estimating tool that streamlines and automates the entire quote-to-work order process. Ascente's Quote System allows service contractors to enter quote requests and produce detailed proposals that can be easily converted to service work orders or jobs. The Quote System can also be used to track and manage customer feedback and generate detailed reports to track and improve sales productivity. Within six months of implementing the Quote System, Allens Plumbing had entered over 400 quotes into Ascente. Standardized formatting has delivered consistency to the company's proposals and the software's search features make it easy to find an estimate. The Quote System provides the visibility needed to maximize the company's sales and deliver better service to their

customers. Allens Plumbing can now better manage their finances and have gained greater visibility into their quotes and estimates. In addition, through Ascente's mobile solutions, Allens Plumbing has allowed them to increase visibility, providing them with the necessary insight needed to evaluate technician utilization. Also, in the field, the integration of mobile has drastically improved technician efficiency and productivity. Support tools such as inspection sheets and checklists are easily accessible on tablets, which also contributes to quicker service and a better customer experience overall. Having eliminated a number of manual and paper-based processes, Allens Plumbing has taken full advantage of tablets, which not only speeds up their work, but provides a superior service to customers. With mobile, Allens has also implemented a more efficient work order entry process, which went from two weeks to now being done immediately. Rather than searching through piles of old documents, customer information is now available at their fingertips, which has allowed Allens Plumbing to be proactive in following up with clients. Moreover, with customer information directly available on tablets, technicians are capable of asking the



right questions, which ultimately opens up greater opportunities for additional business. Mobile has played a large role in payroll as well, with Allens Plumbing no longer experiencing unbilled work orders, as well as reduced billing cycles. Allens Plumbing has been able to save time by eliminating unnecessary trips back to

the office to drop off paperwork, while also reducing administrative costs. Most importantly, mobile solutions has helped Allens Plumbing legitimize their value as a business, which has contributed to an increase in customer satisfaction.



ABOUT COMPUSOURCE

Founded in 1971, Compusource has evolved into a leading developer and marketer of application software, computer equipment, and training/support services for the markets it serves. We have achieved success through professional partnerships with our customers where the central focus is on long-term mutually beneficial relationships.

Headquartered in La Palma, CA, with an Eastern Regional Office in Norcross, GA and a Southwestern Regional Office in Dallas, Texas, Compusource employs trained professionals that provide prompt and comprehensive support to clients throughout North America.

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