THE HINDSITE SOLUTION

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Case Study: Rain One, Inc.

Pfister Sprinkler Systems, Inc.

"We chose HindSite since it was already tailored to the irrigation industry. We didn't have to 'reinvent the wheel.' "

– Mark Pfister, Pfister Sprinkler Systems

At A Glance...

Customer Profile

Pfister Sprinkler Systems Inc., of Roanoke, IN, is a family-based irrigation company founded in 1988 by Jim Pfister. At its inception, the company specialized in the installation and service of residential and commercial irrigation systems. Today, Pfister Sprinkler Systems has expanded to provide landscape lighting, snow removal, drainage systems and holiday lighting.

Through relentless hard work the company has earned Better Business Bureau accreditation since April 2010. The Pfister Sprinkler Systems team strives for excellence with every job. Currently, the company employs eight people during the slower winter months and up to 25 during irrigation season.

As the company grew and took on more jobs and additional employees, inefficiencies became a larger issue. Pfister needed a way to control these inefficiencies before they did damage to the company.

The result?
Pfister Sprinkler Systems has seen an increase in growth, productivity, efficiency and cash flow thanks to HindSite Software.

"Moving information from the field to final invoice has been sped up tremendously. This is where we saved the most money."

- Mark Pfister, Pfister Sprinkler Systems

The Challenge

Pfister Sprinkler Systems struggled to efficiently and accurately transfer the information gathered on jobs by field technicians and develop it into invoices. Loads of papers were taking over the business and its employees.

The company's billing process evolved into a drawn-out work load for management. On a daily basis, Pfister management reviewed each paperwork order. This included the added effort of deciphering technicians' abbreviations and handwriting.

Mark Pfister, the company's vice president, explained the consequential inefficiency. "Invoices had to also be approved by management prior to mailing to the customer. This was very inefficient and added a ton of work load to our management staff and pulled us away from other more productive work."

The paperwork issues didn't end there. At the end of each day, field techs spent extra time at the shop trying to remember what parts they used on their morning service calls because they occasionally forgot or had no time to fill out the paperwork earlier.

With excessive paperwork bogging down Pfister Sprinkler Systems, the company lost out on opportunities for new business. They also struggled to send out invoices quickly, delaying cash flow. Paper forms were not cutting it, and the company needed a solution.

Finding The Solution

Pfister managers soon understood they needed to update the company's technology in order to increase productivity, yet worried about the added costs. While Pfister found efficiency improvement through its own work order forms, the company wanted to go paperless.

They came across HindSite Software of St. Paul, MN, while it was offered under the private label "Rain Bird Pro". This field service management system was founded by an irrigation business owner frustrated with in-the-field inefficiencies. Through the use of netbooks and smartphones, the HindSite Solution streamlines office-field communication, job-tracking and scheduling. For the office, the software organizes customer information into customizable sections.

Pfister managers were hesitant to take the big leap and invest in HindSite so they looked to hire an IT to help develop its own system.

After weighing the additional costs and time, Pfister returned to HindSite Software. Instead of "inventing the wheel," Pfister could use developed software to increase efficiency without spending the time and money on custom development thanks to the software's tailoring to irrigation companies.

Key Take-Aways

1. Cash flow was dramatically improved through faster, error-free invoicing.

2. Revenue from previously unrecorded parts usage increased.

3. Overall efficiency was greatly increased, allowing Pfister to be more productive and acquire new business.

For more information visit:
HindSite Software
www.TheHindSiteSolution.com

The Benefits

Pfister Sprinkler Systems can finally focus on growth. Time usually reserved for reviewing past jobs is being put towards finding and updating business and services. The field techs quickly became comfortable with the software and appreciate not constantly shuffling papers.

The paperless system means all of the job information onsite is now simply sent to the office via smartphones. Recording orders is done completely online and no longer requires deciphering handwritten paperwork. They created a consistent language for the company by using drop-down boxes with pre-loaded comments. Speeding up this process saves Pfister Sprinkler Services not only time, but money.

New business is gained through the HindSite web sync feature, which allows the office to send work orders out to the techs during the business day. When a service request is called in, the field tech in that area is sent a message to sync a new work order into his or her daily list. The techs can create work orders in the field as well. This ensures all work orders are recorded and eliminates lost paperwork and subsequent revenue.

Employees out in the field are tracked accurately with the field service software. Using this information, the company can set precise rates and assure customers of their quality service.

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