

Field Service and Dispatch powered by JobOps Water Conditioning Equipment Sales — Service — Rentals

CLIENT SUCCESS STORY

Vrakas/Blum Computer Consulting Keeps Business Flowing For Hanson Soft Water

Client
Hanson Soft Water, Inc.

Industry
Water Conditioning Equipment
Sales — Service — Rentals

Location
Menomonee Falls,
Wisconsin

System
Sage MAS 90 ERP
Field Service and Dispatch
powered by JobOps

For more than 50 years, family-owned Hanson Soft Water, Inc. has provided water softening equipment, supplies, and service to residential and commercial customers. Hanson Soft Water continues to grow, thanks to a traditional focus on superior service and modern investments in technology. One of the technology investments paying dividends for the company is Field Service and Dispatch (FSD) powered by JobOps, skillfully implemented and supported by Vrakas/Blum Computer Consulting, Inc.

Invest in Technology

Hanson Soft Water had been running Sage MAS 90 ERP financial and accounting software for many years, but their installation and service operations lacked the benefits of automation. "We used three-part carbon forms to write up our service tickets," recalls Tina Polk, co-owner of Hanson Soft Water. "And we recorded the history of those paper tickets on index cards. There was a lot of paperwork, a lot of handwriting, and too many opportunities for error or oversight."



Polk placed a call to their long-term Sage MAS 90 business partner, Vrakas/Blum, to discuss options and was introduced to Field Service and Dispatch powered by JobOps. "Vrakas/Blum did a thorough analysis and showed us how FSD could meet our needs," recalls Polk. "They helped us maximize our investment by adding FSD, plus the Sage MAS 90 Inventory, Sales Order, and Purchase Order modules."

Streamline Operations

Vrakas/Blum and FSD have helped streamline and simplify every aspect of Hanson Soft Water's sales, service, and installation operations.

Full service history on all equipment

CHALLENGE

The company had strong accounting software in place, but lacked automation and the efficiencies it delivers in its installation and service departments.

SOLUTION

Vrakas/Blum Computer Consulting implemented Field Service and Dispatch powered by JobOps along with the Sage MAS 90 Inventory, Sales Order and Purchase Order modules.

RESULTS

Total cost-of-ownership of each piece of equipment is tracked. Faster generation of monthly invoicing improves cash flow. Twenty minutes is saved during the entry of every order. Company saves the equivalent of one full-time employee.

About Vrakas/Blum

Vrakas/Blum Computer Consulting, Inc. is the technology practice of Vrakas/Blum, S.C., Certified Public Accountants and Business Advisors. Our team of experts is committed to ensuring that your business management systems enhance your productivity and profitability at every level of your organization.

To support this objective, we have developed a talented team of computer consulting specialists, many of whom are CPAs. The Vrakas/Blum computer experts are ready to help your business select appropriate technology to give you the competitive advantage. If you are considering the purchase of new software or hardware, upgrading your present system, or need to get more out of your present business management system, we can help. Our consulting specialists will work with your goals, challenges, and budget to develop and implement practical, real-world solutions to your computer and information challenges.

Vrakas/Blum offers a full range of computer consulting services to make certain that your needs are met now and in the future.

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sold or serviced is now retained in FSD rather than on index cards, providing information regarding every service call, including complete costs and revenue associated with each activity. "We have a clear understanding about which projects make us money," says Polk. "This helps us make better decisions."

New installation orders are recorded directly in FSD, rather than being handwritten. This creates an electronic service ticket that stores all the information required to complete the work. "All the details are recorded as we enter the service ticket in JobOps," says Polk. "It easily saves us 20 minutes time on each order. Plus, we no longer buy the expensive 3-part forms, and that saves us money too."

The technicians record the parts and material used on the service ticket. This information is later entered into FSD to give the company true and accurate costs associated with each equipment installation.

Similarly, when a customer calls for service, staff is able to review the customer's complete sales and service history from within FSD. A copy of the service history goes with the technician on the call. When the technician returns from the service call, the notes of the visit are recorded in FSD and the service ticket is invoiced. With all the information already in the system, invoicing is completed rapidly, improving the company's cash flow.

Operation Gains Efficiency

Vrakas/Blum has also helped the Hanson Soft Water rental operation better manage the equipment they rent to customers. The equipment is tracked as an asset within FSD and all maintenance and repair costs, as well as revenue, are tracked within the system. This allows the company to determine the profitability of each piece of equipment over its lifetime.

The repetitive invoicing feature within Sage MAS 90 makes short work of the monthly rental invoices. "It's very fast and efficient," says Polk. "We formerly used an entirely different software package just for our rentals."

Reduce Overhead

"Field Service and Dispatch powered by JobOps is simplifying our business," concludes Polk. "With the help of Vrakas/Blum, we've eliminated separate systems and manual processes, relying instead on efficient technology. By streamlining, we are able to save the labor of one full-time person. FSD is paying for itself in efficiency and time savings every day."

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