

American Leak Detection Franchisee Uses QXpress to Repair Leaking Efficiency

QXpress and QuickBooks combination give American Leak Detection franchisee efficiency and accuracy over dispatched services.



AT A GLANCE:



COMPANY: American Leak Detection Franchisee



Website: americanleakdetection.com



Location: Melbourne, Florida



Industry: Leak detection & repair



Business Challenge:

ALD handles many service calls per day that need to be dispatched in a timely and efficient manner. ALD was entering the same information multiple times, and taking too long while on the phone with customers.



Solution:

QXpress and QuickBooks



Results:

Together with QuickBooks, QXpress enables ALD to:

- Increase Efficiency: data is now entered once instead of multiple times.
- Cost savings: \$6500 saved annually in office staff salaries.
- Provide better customer service: ALD is able to keep track of jobs so they don't get missed. ALD is also able to handle more calls during peak times.
- Office staff is able leave work on time, instead of staying after hours.

"We are saving approximately 10 minutes per job booked in data entry and I would estimate \$6500.00 per year in data entry salary."

Debbie Pflug
Owner/Director



American Leak Detection (ALD) is the world leader in the accurate, non-destructive detection of all types of leaks including hidden water and sewer leaks. ALD franchise #147 of Melbourne, Florida, has been in business for 16 years, with 4 field staff.

Business Challenge

The office staff at ALD focuses on handling incoming calls, dispatching the calls to the field technicians in an efficient route, and then billing for the work. During peak times of the day, the volume of incoming calls means the office only has the time to take down the customer's contact information and nature of call before fielding the next phone call.

To accommodate for the need to handle as many incoming calls as possible, ALD's process was to first hand write the customer's contact information on a preprinted "incoming call sheet". Later that day when call volumes permitted, they would then enter the customer information a second time into a manual master schedule book. Then, at the end of each day, when the technicians arrived back at the shop, they would

manually write the customer's information a third time into the technician's individual schedule book, so that their routing for the next day was complete.

The next day, in the field, the technician would then hand write an invoice – now copying the same information for a fourth time. At the end of the day, a copy of the hand written invoice was collected by the office and entered a fifth and final time into QuickBooks!

"We were wasting time and therefore money by handling the same information multiple times. We were not effectively tracking cancelled appointments. We were easily losing track of jobs that were not completed on the same day that they were assigned," says Debbie Pflug, owner/director of the ALD franchise.

Solution Overview

When it came time to solve this problem, ALD searched the market for industry-specific scheduling solutions – with QuickBooks integration at the top of the list of priorities. "I knew we needed to enter the information just one time and be done with it," says Pflug.

When it came to other scheduling solutions, ALD not only researched, but also tested several programs to run in parallel with their own, before finally selecting QXpress. “The other software that we beta tested did not perform as promised (loss of data, did not consistently integrate with QuickBooks)”, says Pflug, “QXpress integrated with QuickBooks right away. The office staff was able to learn the software quickly once I turned them loose with it.”

With QXpress, office procedures have been streamlined at ALD. When calls come in, office staff enter service calls directly into the QXpress “Waiting List”. Not only is this the only time customer contact information is now entered, but if the customer already exists in QuickBooks it is simply selected from the customer list in QXpress.

In QXpress, service calls are simply dragged from the Waiting List into a technician’s calendar. Route lists and work orders are then printed for each technician at the end of the day. Then, when the services are completed, one click posts the work order as an invoice into QuickBooks!

“If a customer needs to change an appointment time, it is a simple process of drag and drop to the new appointment time,” says Pflug, commenting on how

efficient QXpress has made the dispatching process.

Business Benefits

When considering how QXpress has improved procedures at ALD, Pflug immediately points to the time and cost savings, “We are saving approximately 10 minutes per job booked in data entry and I would estimate \$6500.00 per year in data entry salary. I can’t quantify the amount of paper, ink, schedule books etc that we are saving however I feel that we are being more ‘green’ by not using as much paper.”

With QXpress in place, ALD has experienced increases in customer service levels. “We are now able to be more efficient in the time spent on the phone with the customer and in the general job scheduling process. It is a more professional process. We are also able to track cancelled jobs and resolve the issues of why customers cancelled thereby generating more business,” says Pflug.

Finally, like most QXpress users, ALD has experienced a benefit over and beyond business cost savings. Pflug is able to offer a better work/life balance for office staff, since they no longer have to wait for technicians to return to the office, “I am now able to leave the office at 5:00 PM even if all of the technicians have not finished their day.”

“We were wasting time and therefore money by handling the same information multiple times. We can now take the incoming service call, enter the info into QXpress and be done with it.”

Debbie Pflug
Owner/Director

FOR MORE INFORMATION VISIT:

QXpress Scheduling Software
www.QXpress.com

QuickBooks
www.QuickBooks.com

Intuit Solutions Marketplace
Marketplace.intuit.com

Our product and QuickBooks Financial Software work together to help simplify your business management. QuickBooks 2006 Financial Software helps you get more done faster, with a new Home page, simplified Customer and Vendor Centers, and sophisticated business planning tools. QuickBooks and the QuickBooks logo are trademarks of Intuit Inc., displayed with permission.