

## Service's

Mike Egan is third generation in the HVAC business. He started JACS Mechanical Services in Knoxville, TN in 1998. Prior to that time he worked with his father's HVAC business in Orlando, FL and the Carolinas since the age of 14. To say the least, Mike knows the business! (Not to mention his wife and company Vice President is second generation in a predominantly HVAC family!)

Mike faced several challenges in his day to day business. He was using Microsoft Access to keep track of all of his scheduling. Not only did this system fail to provide the essential information Mike needed to manage his jobs, it required double entry into QuickBooks. Since there was no way to link or batch data into QuickBooks, Mike was doing double duty. In addition, managing marketing campaigns and determining the source of his leads was next to impossible.

Thankfully as his company began to grow, Mike was introduced to My Service Depot and their Smart Service product. Smart Service fully and seamlessly integrates with QuickBooks, handles scheduling as well as manages marketing campaigns and was just the solution Mike was looking for. Once Mike saw a demo of Smart Service, he

was sold. "Everything about the product is good, but being able to keep up with our marketing programs is key." Mike also says that his previous dispatch board was less than desirable. Being able to see everything about each job and the customer detail as well as being able to rearrange the features to suit his needs was a large selling point. Not to mention being able to see actual time associated with jobs and not just an AM or PM selection. He loves being able to see the revenue that each technician is billing on a daily basis as well. None of this was possible for JACS Mechanical Services before Smart Service.

Perhaps the biggest benefit that Mike has recognized is the time and money that he has saved by eliminating his double data entry. Mike uses QuickBooks for all of his accounting operations. Having Smart Service integrate seamlessly with QuickBooks has saved Mike the time of having to enter all his information into the Access database and then pull invoices and work orders to enter information into QuickBooks. With the time and money he has saved by using Smart Service, it has certainly paid for itself!

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### **What Mike Egan, President of JACS Mechanical, says about Smart Service:**

"A lot of operations can't afford a ten thousand dollar solution. With Smart Service, you don't have to spend a fortune and you get a great product that works!"

