

Customer Case Study



Like many specialty contractors, Egan Company started out as a family business. But the company has been expanding ever since its founding in 1945 as Egan & Sons Plumbing and Heating Company, steadily adding trades and acquiring other contracting companies to add more options to the firm's menu.

Today, Egan offers more than 15 building trades to general contractors, architects, engineers, building owners, property managers and facility engineers. Headquartered in Brooklyn Park, Minnesota, the company employs more than 1,000 and counts

among its clients the Mall of America, Best Buy, Target and the Minnesota Department of Transportation. One of its more visible recent projects was U.S. Bank Stadium, the new home of the Minnesota Vikings.

As Egan has grown, the company's diversity has brought both success and challenges. Egan belongs to a peer group of similarly sized companies located throughout the country whose members share best practices and help each other identify potential areas of improvement. An evaluation by that group a few years ago provided valuable insight.

"The feedback we got back was 'Paper, paper, paper,'" said Chris Yelle, Egan's service operations manager. "There's just a lot of paper. We needed to help streamline our processes here and ultimately provide a better customer experience along with a better experience for our field staff. That's what led us to start to look at mobile solutions."

That's what led them to MobileTech.

"It takes 50 percent less time to fill out a report using MobileTech."

– Dave Benkowski, service technician

The Solution

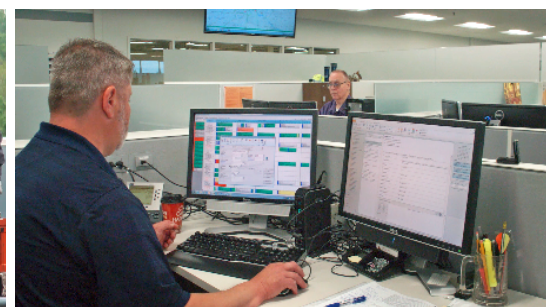
MobileTech is a mobile solution designed to connect field staff to the back office, providing instant access to the right information at the right time and enabling both sides to easily manage service calls and appointments.

In addition to Egan's problems with having too much paper, the company often had a disconnect with getting information back and forth to the service technicians, details like who the tech needed to contact at the site and any extra equipment needed, said Diane Claypool, accounts receivable and contract manager. "The only way we had available to us in the past was to actually call that technician and provide all the information, which takes up time when you're in a busy dispatch center."

When Egan decided to look into mobile solutions, company leaders knew that whatever they chose had to be able to fully integrate with their accounting system. "Our requirements were that we wanted a complete solution that's going to tie right back in to our home office for all of our payroll services, all of

"We needed to help streamline our processes here and ultimately provide a better customer experience along with a better experience for our field staff. That's what led us to start to look at mobile solutions."

– Chris Yelle, service operations manager



our labor costing, all of our material. A place where all of our expenses can be captured," Yelle said.

With MobileTech, that's exactly what they got, and then some.

The Benefits

MobileTech enables a free flow of information from the office to field staff and ultimately, to customers. It allows technicians to see a full description of work to be completed, access customer information including service and equipment history, and record and update details about a job. It also allows them to enter and track expenses and to directly enter their time into payroll.

Because technicians can enter their own time, dispatchers no longer have to enter techs' time into their WennSoft system back at the office. That feature alone is saving Egan at least two hours per day for each of the company's four dispatchers.

"We have been on the product for less than a year. We are looking at eight hours a day, 40 hours a week that we're saving on payroll entry," Yelle said. "It will definitely have an ROI of less than a year and a half."

Not only is MobileTech saving time for the dispatchers, it's also helped Egan

cut days off their average days-to-bill. "When the technician goes on a job now, his time gets entered right away, it hits payroll and the next day, they're applying our labor," Claypool said.

The time savings provided by MobileTech extend to the field as well. Egan's techs have found that completing all the steps necessary to close out a work order is now much faster.

"It takes 50 percent less time to fill out a report using MobileTech," said Dave Benkowski, an Egan service technician. "Out in the field, it's definitely quicker than manually writing, or getting out the laptop and typing it up that way."

Other great features? Service technicians can create their own jobs on their devices while in the field. "If they're on a planned maintenance service call, and there is an item that the customer needs to have repaired, they can automatically create their own service call," Yelle said. "They don't need to call back into the office to request another job number."

They can also capture images of work done and attach those pictures both to the call summary report, which is emailed to the customer, and to the customer's account within their WennSoft system. In addition, they can turn around proposals in record time.

"If there is a customer that has a request for a quote or needs an additional proposal, we can get that information to our inside account management staff to have a proposal turned around and back to the customer sometimes that same day," Yelle said.

And the "too much paper" issue that first led Egan to MobileTech? "We don't touch nearly as much paper as we used to," said Tim Miller, dispatch center supervisor.

"It has streamlined things so much, it's just incredible," Miller said. "It's made all the difference in the world."

"We have been on the product for less than a year. We are looking at eight hours a day, 40 hours a week that we're saving on payroll entry. It will definitely have an ROI of less than a year and a half."

- Chris Yelle, service operations manager

 **MobileTech**



WennSoft

Purpose Built Solutions for the Skilled Trades