

Managing your business  
with a systemised solution

**simPRO** 

*Serious Job Management*



## Managing your business with a systemised solution

Customer satisfaction plays a crucial role in determining the success or failure of a trade business.

Many believe that the client experience begins from the moment they pick up the phone to call for assistance, however the truth is that there are multiple internal factors at play in a business that can seriously impact a customer's overall satisfaction before they've even considered your company.

Excessive time dedicated to administrative tasks, an unawareness of employees and their whereabouts and a lack of business transparency can all create significant pain points for the customer. These tasks can severely impact the customer experience and satisfaction by causing a loss of efficiencies in the business and poor job quality.

However, many business owners can achieve a more organised administration, complete transparency and better their supervision of employees through the use of various job management systems.

Through the systemisation of a business, owners and operators can expect to achieve success not only in customer satisfaction but also in profits.

### **Common business pain points and their impact on customer satisfaction:**

Without the appropriate software to manage a business, owners and operators can expect to quickly lose sight of profits and fall far behind in customer referrals and satisfaction; a misuse of time can greatly impact not only the service provided to a client but also the total billable hours for a job.

Perhaps the most common pain point for a business and by extension the customer, is in the basics: administrative tasks.

Job estimating, scheduling and invoicing can be tricky and time-consuming when you don't have the right systems in place to ensure you are streamlining the workflow.

Office members and field technicians can find themselves delayed if excessive time is spent on administrative tasks, this as a result not only impacts the total billable hours for a job, but also a customer's satisfaction with the efficiency and quality of a service.

The whereabouts of an employee and the transparency of a business can also lead to pain points for a client.

Without the ability to track employees and maintain a close eye on their whereabouts during work hours, businesses will often find themselves struggling to provide efficient and top-tier service.

As many tradesmen business owners will know, it is often easy to lose employees on their way to a job, or in between scheduled attendance. Sometimes they may take a longer, more difficult route to a site, or make detours on their way to work.

This ultimately affects your business in two ways: it creates a significant, time-related pain-point for your customer that sees them being delayed potentially urgent assistance, and it eats away at the total profits in your pockets.

Excessive fuel consumption and longer travel times are already nibbling away at those profits in your pocket, and those bites will only get bigger as customers are left unsatisfied and unlikely to refer your business in future due to a delayed technician and a poor-quality job.

## Better manage your business with a systemised approach

It's easy to talk about the pain points for a business and its customers, but what's arguably even easier is their solution.

By equipping systems to assist with managing your business, you will find that you are able to maintain customer satisfaction and referrals, and ensure that employees both in and out of the office are efficient in their work.

When it comes to improving trade contractor businesses, there has been a notable increase over the years in business owners taking the steps towards systemisation.

simPRO is among those job management solutions; a company aimed at helping trade contractor businesses be capable and competent.

With a job management system, like the one that simPRO's solutions provide, business owners can expect to have a single, cloud-based program from which to streamline administrative workflow and maintain a close eye on employee whereabouts.

Programs like these provide a fantastic opportunity for efficient and top-tier asset management and professional estimating; key components of the business backbone.

simPRO's job management solutions allow for asset maintenance to become a profitable part of your business.

Through systemisation, users can expect to be able to manage assets across thousands of job sites, and streamline compliance and reporting both internally and externally.

Systemisation also means that you are not only improving your assistance to customers who employ your tradesmen, but also improving the estimating features for those who remain on the fence about selecting your company to assist them.

The streamlining effect that systemisation has on your business' workflow also means that you will be able to generate accurate estimates fast and provide clear and detailed quote breakdowns.

Increased efficiency in the estimating and quoting process means a greater likelihood for you to convince an unsure customer that you are their safest and best bet for reliable, quality assistance.

simPRO is a fantastic starting point if you find you are considering employing job management software to systemise your business.

Business owners are equipped with a single, cloud-based location from which owners, administrations and field technicians can estimate, schedule and invoice jobs, maintain direct contact with the office, and keep updated records of jobs attended to.

## What your systemised business will look like

Ultimately, the decision rests in your hands for what you will do to make your business the best it can be.

But in the meantime, it's important to understand the fantastic and beneficial changes that a systemisation of your business will make:

- Eliminate labour-intensive processes by compiling all administrative tasks into one single program. simPRO's job management software is a fantastic example of an end-to-end solution where you will reap the benefits.

- Reduce quoting time by streamlining the process and making it fast and efficient. simPRO has a quoting and invoicing program that rivals many with its rapid return on estimates, totals and costs breakdowns.
- Increase the accuracy of your reports by generating them with systems and software that are created for businesses like yours.
- Attain optimal transparency amongst internal and external staff. simPRO has a GPS add-on simTRAC that provides you with a map and replay options where you can review paths taken by your technicians, fuel consumed and other stops they make when attending to job sites.

A systemised business is not only a valuable one, it is one that the customer will regularly refer and compliment for its advanced efficiency and top-tier service.

It is important to keep your customers happy and your staff accountable, and this is achievable with job management software.

Streamline your workflow and increase your profit margins through systemisation.