

# ServiceEcho Optimizes AMGAS' Workflow



## Customer Facts

AMGAS is a leader in Hydrogen Sulfide (H<sub>2</sub>S) treatment for the oil industry since the 1980s and has a track record of over 50,000 projects. AMGAS has grown across the world and currently has operations in Canada, the U.S., Asia, and the Middle East.

**Industry:** Oil & Gas

**Size:** 51-200 Employees

**Headquarters:** Alberta, Canada

**Website:** [www.am-gas.com](http://www.am-gas.com)

## The Challenge

Before using ServiceEcho, AMGAS knew their invoicing process needed to improve; it was taking too long for customers to receive bills and for them to get paid. Office staff and Field Technicians were wasting valuable time sending emails and constantly chasing paper trails.

**They needed a way for their Field and Sales teams to be running the same Customer Relationship Management (CRM) system;** allowing all quotes, customer records, work orders, and invoices to be linked to customer accounts instantly and seamlessly. This would also enable them to gain visibility and reporting into what opportunities came from which teams — an important Key Performance Indicator (KPI) for the business. Additionally, AMGAS needed an adaptable solution that was able to empower their Field Technicians to easily turn quotes into dispatches and work orders — all while in the field.

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AMGAS was looking for a field service solution that could be tied to our sales environment (Salesforce). We wanted to house all company information in the same web-based software that also provided mobile applications for employees to utilize.

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Kara Jacober, Executive Administrative Assistant

## The Solution

ServiceEcho enabled AMGAS to solve their field service challenges while improving cash velocity. With ServiceEcho integrating with Salesforce, **important customer data is linked between Sales and Field Service teams instantly.** Here's how else AMGAS' processes improved:

- Invoices and bills now get out the door much faster, enabling AMGAS to get paid quicker, with less of a headache.
- Upper management is able to easily get reports on all past, current, and future jobs in the system, see the current location of all the Field Technicians, and gain critical reports.
- Visibility on which teams were responsible for opportunities, allowing AMGAS to make better data-driven decisions.
- With real-time support from the office to the field, emails and calls are drastically reduced.

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**The ServiceEcho app is extremely user-friendly for our Field Technicians. It's so easy for them to open Work Orders, adjust materials, and produce the final ticket for signature in the field.** ”

Kara Jacober,  
Executive  
Administrative Assistant



With ServiceEcho, AMGAS is able to instantly create an account and dispatch a job with necessary details directly to a service team's mobile device. Field Technicians now have a powerful tool and are able to generate opportunities, create work orders, and update the office on completed tasks that are ready for billing - all while in the field. Since going live with ServiceEcho, **21% of all work orders are now created by Field Technicians while out of the office.** Customer signatures are captured on-site via the mobile app, automatically generating dynamic PDF invoices — further improving the billing process. A copy of this invoice is saved on the mobile app and in the office; updating the CRM in a matter of seconds. Completed work orders are instantly sent back to the office faster than ever.

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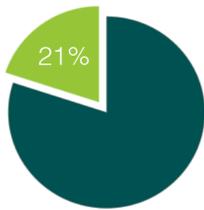


“  
**ServiceEcho exceeded our expectations during the on-boarding and going live process. We absolutely cannot praise ServiceEcho enough ... Jason's (ServiceEcho's Owner) commitment to our success was above and beyond the entire project!**  
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Kara Jacober, Executive Administrative Assistant

# Results and Return on Investment

Office Work Orders Created: **79%**



Mobile Work Orders Created: **21%**

**+100%**

Visibility on Opportunities  
Generated by Technicians

**50%**

Reduction in Office-to-Field Communications

**80%**

Less Time Converting a Quote into a Work Order Dispatch

## About ServiceEcho

Simply visit [www.serviceecho.com](http://www.serviceecho.com) for more on how our field service management technology can work hard for you.



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## Mobile App

