

DJ Rain Improves Scheduling Process and Customer Satisfaction



Customer Facts

DJ Rain & Co. Ltd. is a professional irrigation company with over 25 years of experience. Specializing in lawn irrigation design, construction, service, and installation for use in residential, commercial, industrial, recreational, and golf course applications.

Industry: Irrigation

Size: 20-50 Employees

Headquarters: Ontario, Canada

Website: www.djrain.ca

The Challenge

DJ Rain's services were becoming increasingly important to their bottom-line as new customers make their selection based on the company's service quality track record. Irrigation Service Technicians were often the face of the company and management needed to be confident that, as the company continued to grow, they were still offering the expected level of service. Sharing accurate customer details throughout the company was incredibly difficult with paper-based solutions, while finding details about a work order meant sorting through paper or complicated software.

DJ Rain turned to ServiceEcho's robust FSM platform and work order management capabilities to improve Technician productivity, scheduling efficiency, and ultimately provide a better experience for both customers and the Field Service team. Before ServiceEcho, DJ Rain relied on **paper-based processes** and lacked the necessary tools to dynamically plan schedules and instantly share customer data that would allow them to optimize Technician and Office Staff utilization and efficiency.

DJ Rain's Growing Pains

As any growing company can attest, managing an increased workload, staff, and a growing list of customers is a difficult challenge. DJ Rain's office managers were becoming overworked and their old ways of doing things just couldn't scale to the demands of the growing business. Maintaining a customer database was additional work and scheduling Technicians and processing paperwork were incredibly time-consuming.

How do they continue to grow their business while maintaining the expected level of service? DJ Rain noticed that as they grew it was becoming more difficult to:

- Quickly schedule a technician for an emergency call
- Inform customers immediately of any schedule delays
- Equip the service team with specific customer needs and information
- Provide proof of work and obtain customer approvals from the field
- Bill customers, avoid bill-shock and manage payroll for a growing service team
- Track inventory levels and work orders for each service truck

In Need of a Digital Transformation

Due to the paper backlog, it was rare that the customer database or accounting software was accurate and up to date. This resulted in **longer billing cycles** for customers and Technicians not having historical customer information to empower them to resolve issues or upsell in real-time. DJ Rain's Service Dispatchers were also facing significant call volumes in their attempts to maintain scheduled appointments, at times bombarded with calls from irritated customers complaining about delays or missed appointments.

Invoices could not be submitted to customers until they were passed on by the Technicians and time-sheets were an extra admin task given to the Field Team, slowing processes down. If a customer were to dispute a charge, it required the office staff to, once again, take time to sort through paper works orders and compare the entries in the invoice to see what went wrong. **This process meant relevant information could easily get missed as it was passed along the team.**

The Solution

DJ Rain realized that in order to sustain their growth, they needed a more advanced way to track customer history and improve communication between Technicians and Office Staff. To address these challenges, DJ Rain implemented ServiceEcho for a more mature and robust field service management solution.

DJ Rain selected ServiceEcho because they provide a **cloud-based platform that organized all the information a Technician would need directly on their mobile device.**

With the press of a button, Technicians can immediately submit a work order for processing, view account, contact or history information, capture proof of work, get driving directions to the site, or capture the details of a completed work order. A detailed history stored for each customer along with key data points used to create inventory, labor, and customer reports. **ServiceEcho's unique color-coded Service Calendar** was another reason DJ Rain chose the ServiceEcho platform.



The office spends less time managing the Field Team and more time identifying new sales and service opportunities.



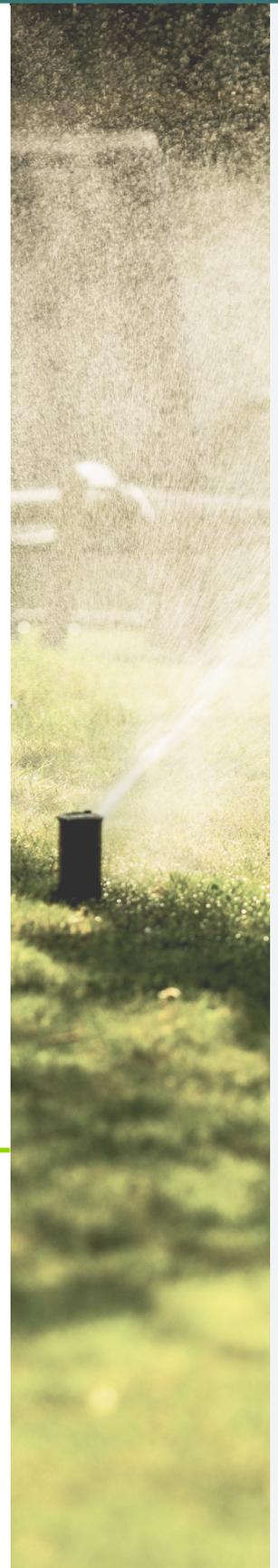
Neil Risavy,
DJ Rain Owner and
President



The **Service Calendar** lets me schedule work orders without having to stay on the phone with the customer for very long and I don't have to call the boys to find out where they are. It works beautifully.



Luci Jordao, Lead Service Dispatcher



Office staff found it incredibly easy to **optimize routes via customizable work order color codes**, immediately identifying Technicians running behind schedule, or which work orders were ready for invoicing. The calendar, with its **drag-and-drop** functionality, is completely interactive, making it simple for anyone to use.

Neil Risavy, DJ Rain's Owner and President, stated that the barcode scanning has also made it really easy for his Technicians to add materials to the work order. Additional features of the platform such as this have changed the way DJ Rain's Technicians update work orders from the field. They can now easily share information back to the office and capture customer approvals instantly.

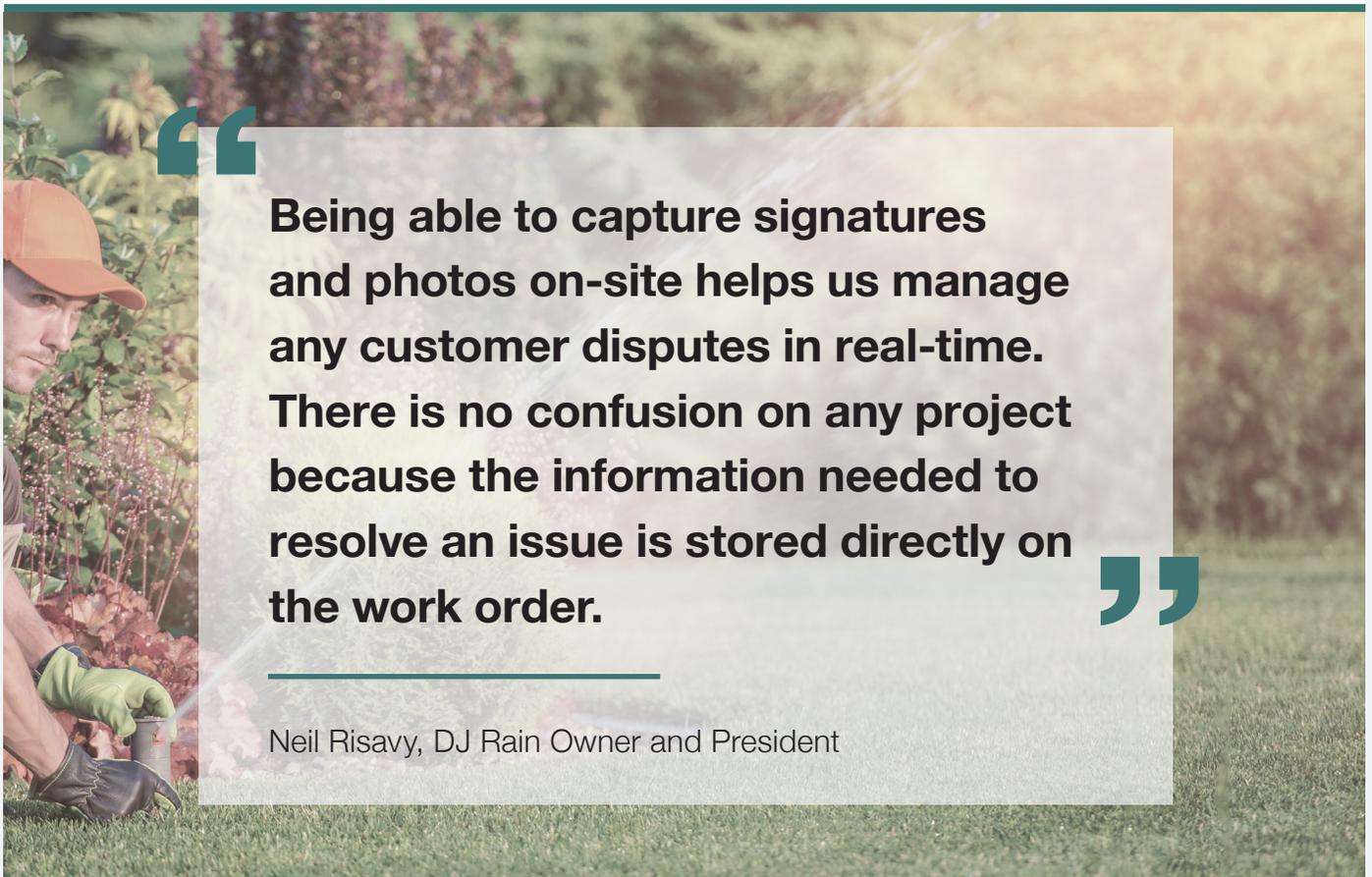
After initial hesitation about learning the new system, Technicians found that using ServiceEcho removed much of the manual and paper-based processes that took up precious time and helped dispatchers more effectively manage schedules, leading to an improved customer experience.

+90%

**In-the-Office
Productivity**

+15%

**Out-of-the-Office
Productivity**



Being able to capture signatures and photos on-site helps us manage any customer disputes in real-time. There is no confusion on any project because the information needed to resolve an issue is stored directly on the work order.

Neil Risavy, DJ Rain Owner and President

Results and Return on Investment

In the time since DJ Rain started using ServiceEcho for service scheduling, billing, and inventory management, they have doubled their service revenue. DJ Rain's biggest gain has been with the overall efficiency of the office, with an estimated **90% increase in productivity**.

+25%

Invoice Output





+50%

Payroll Processing

Mobile App



About ServiceEcho

Simply visit www.serviceecho.com for more on how our field service management technology can work hard for you.



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