



ServiceEcho Simplifies QuickContractors Invoicing Process



QUICK CONTRACTORS.COM

Customer Facts

Industry: National Contract Manager

Size: 50-200 Employees

Headquarters: Guelph Ontario, Canada

Website: www.quickcontractors.com

Companies: 5000

Rating: A+ BBB

Company Info

Quick Contractors was founded in 2004 when Trevor Bouchard struggled to find a reliable contractor. Today, Quick Contractors employs over 5000 independent contractors and is one of Canada's largest in the field and continues to rapidly grow.

From serving over 1 million customers, an astonishing 5-year revenue growth rate amounting to 276% and ranking 20th on the Canadian Business magazine for 2019 Growth 500 list of Canada's fastest-growing construction companies. ServiceEcho has supported Quick Contractor's growth for five years now.



ServiceEcho[®]

Whatever the trade may be, it's not our forte to make invoices, we'd rather be using tools and I feel like the mobile app is a tool. It's in my kit, I bring it with me and once I fill out all my work for the day, hit send and off we go

Sean Brown, Service Director

The Challenge

Before ServiceEcho, mobile workforce management software was a disappointing experience for Quick Contractors' (QC) retail assembly department. Technicians dreaded the day ahead because their previous field service management software did not address the unique hurdles QC's seasonal contractors' faced. So much so, that QC had to revert back to pen and paper. Shortcomings in the previous system resulted in insufficient data that prevented QC from invoicing customers in a timely manner. It was a struggle to meet unexpected administrative requests from retailers. Tasks were disorganized and confusing, field workers could complete orders without customer signatures that resulted in more invoicing errors. Making invoices was also a challenge because of rate configuration and adjustments for customers and technicians. This meant that invoicing was an error-prone manual operation of exporting and filtering data into spreadsheets and accounting software

Scheduling work orders without a template took time away from identifying new opportunities. Managers found that they were unprepared and lacked business insight in situations that required accountability for their contractors' evaluations as reviews and performance management was inefficient and outdated because they relied on contractors to manually input data on a biweekly basis. What was meant to be a reliable software solution turned out to be QC's worst enemy. Sean Brown VP of QuickContractors at the time came to us with his reservations- he wanted his team to feel like they had a tool they could rely on during peak seasons. Sean instilled his trust in ServiceEcho, and together worked closely to implement a solution that fit QC's needs perfectly; becoming a virtual administrator he could carry in his toolbox and count on around the clock. Simply put, "QC was manageable, but a lot more challenging and less secure"- that is, until ServiceEcho.



ServiceEcho[®]

The Solution

With ServiceEcho, QC has been able to address the challenges endured in the field and office. ServiceEcho has worked as a digital toolbox with an array of functionality. They were able to get usable data from day-to-day fieldwork, helping QC evaluate company and contractor performance on the go. Here are some other ways ServiceEcho helped:

- QC now has useful data from their technicians that cut down the invoicing process by 85% making it significantly easier with less manual work.
- Issues with unreliable contractors are eliminated because they always have relevant, reliable information about tasks with the ServiceEcho app.
- Performance management is simplified as contractors can be evaluated on a day-to-day basis in real-time allowing QC to maximize productivity
- QC has been able to reduce the number of staff on hand because tedious administrative tasks can now efficiently be managed by contractors.
- Knowing how crucial the signature for a work order is, QC is now able to restrict work orders from being completed without a signature in the ServiceEcho app and is able to create work orders in a few minutes.

“
When we really get down to it, it's the backbone of what we do. Every morning, it's coffee and ServiceEcho

”
Sean Brown, Service Director



ServiceEcho®

ServiceEcho is equipped to manage unexpected requests from retailers and adapt to the demands of overwhelmed contractors during peak seasons. There was always relevant information on hand to backup managerial decisions. The ServiceEcho app is a reliable tool that contractors proudly carry with them on the field, and can confidently turn to in times of crisis. Servicing over 60 retail stores requires dynamic pricing for various services, all of which ServiceEcho was able to customize and adjust for contractors.

Although contractors were skeptical of the implementation of another Field service management tool because of the challenges the initial tool brought, they quickly understood that ServiceEcho significantly simplified the work they found repetitive and monotonous. Working with QuickContractors for over 5 years, witnessing their significant growth firsthand, has been a rewarding experience for the ServiceEcho team.



Although we had our requirements pretty defined, ServiceEcho understands our business, they know what we do, they know what's important for us, so I feel like that is what differentiates ServiceEcho from the previous experience that we had



Sean Brown, Service Director

Results and Return On Investment



Performance Management improved by 50%



Invoicing time reduced by 85%



Time to schedule a work order reduced by 50%



200% Reduction in Contractor and Customer Rate Configuration

About ServiceEcho

Mobile app



Simply visit

www.serviceecho.com

for more on how our field
service management
technology can work hard
for you.

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