



ROOKIE OF THE MONTH

Monkey Wrench Plumbing Company

DECEMBER 2016



About Monkey Wrench Plumbing Company

Monkey Wrench Plumbing Company takes a fun and fresh approach to the often gruff and grimy plumbing industry. Their certified technicians with senses of humor solve all of their customers' plumbing needs.



Serving the Los Angeles, CA, area.

Joe WACHTEL



LIVE FOR 6 MONTHS

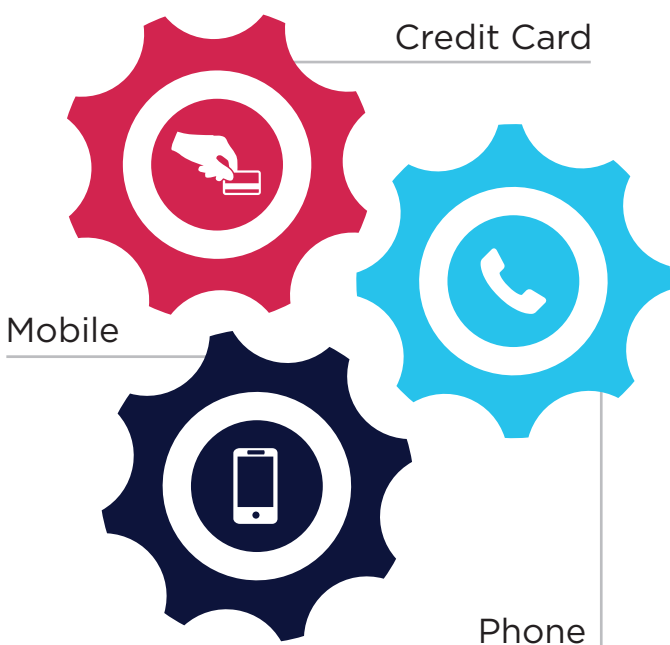
Launched 06/2016

Present 12/2016

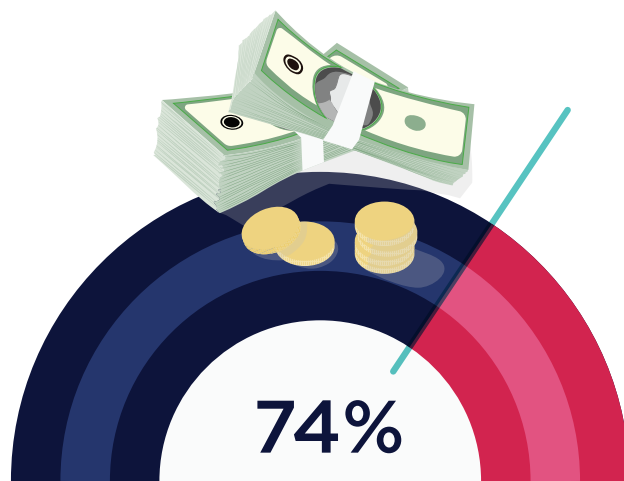
Hear from the Owner

I know I'm exaggerating when I say this, but ServiceTitan has improved our business 10,000%. I wish there was a way to calculate that, but what I mean is that for me as an owner, I feel like I have been able to breathe a little bit when I see how efficient our company has gotten in the way our office and field staff work. The amount of non-wasted time and double the amount of work we can now handle is incredible. We used to have such a cumbersome process between the guy in the field and the office, and now everything's done on the spot in real time, which gives techs the ability to not rely so much on the office. The fact that I'm able to be on the road, in the field meeting with customers and gaining new business, and be able with the click of my fingertips to view our schedule and customer information from an iPad is impressive. Another thing, being able to overall customize the software to fit your needs is pretty amazing.

ServiceTitan Integrations



GREW THEIR REVENUE **74%** in less than **1 YEAR**



Comparing their first full quarter after going Live with ServiceTitan to the same quarter the year prior.

Fun Facts

WAYS TO USE SERVICETITAN

The visual price book. From a field perspective, the presentation allows us to show someone on a iPad, crystal clear about what their options are, which is truly incredible. Customers recognize us as professionals, as the leaders in the industry because it gives us legitimacy. From an office perspective, it's made our life incredibly simple. With our old software, there was a lot of back office work that was required for every little thing that was done in the field as well as estimates, all types of different stuff. It's made our life in the office incredibly simple, which, in return, improves efficiency.

ABOUT MONKEY WRENCH PLUMBING COMPANY

Well, we as a company are fun! I live by the belief that life is short and you can't be too serious, so I've created a fun environment. Our marketing is very, very fun with monkeys on our trucks, our uniforms, on everything that we do, and our customers recognize that cuteness and that funness about us, that we are not your standard Joe's plumbing type of company. Our tagline, "Number 1 in a Number 2 business," is everywhere too, from our website and business cards to our company holiday party flyer. We're going bowling and having a competition to see who really is "Number 1."