

JobBOSS

CLEANCUT TECHNOLOGIES SUCCESS STORY

Meet the company who is keeping an eye on all corners of their business, without lifting a finger.

CleanCut Technologies has been a JobBOSS customer for years. Learn how they are keeping an eye on all corners of the business, without lifting a finger.



With everything we have implemented I would say we save over \$40,000 a year in costs."

Challenges

- Manual paper processes
- Slow communication
- Misplaced data

Benefits

- Accurate time tracking
- Automatic alerts and reports
- Transparent metrics on employee efficiency
- Improved customer satisfaction

Business Challenges

When Scott Elgin became the IT Director at CleanCut Technologies the company had 22 users in JobBOSS, but the software was underutilized. JobBOSS and Synergy were primarily used to keep track of vacation requests, while CleanCut still relied primarily on paper and excel for daily operations. Relying on people and paper proved troublesome - communication was slow, data was easily misplaced and difficult to find, and it was near impossible to track job profitability or timing.

Scott, who was new to JobBOSS, knew there needed to be a change.

Business Benefits

In three years, CleanCut completely transformed their operations through JobBOSS. First, they utilized Synergy and implemented workflows into every aspect of the business. Their original, very manual process of printing a drawing and handing it to a designer or sales person has completely changed. Now, a sales rep submits a design request in Synergy, the

designer works on it, then sends it back to sales for approval. "All of our operations are done transparently, so we can track time, efficiency, and capacity," said Scott.

As a result of workflows, employee communication has skyrocketed. "We hardly ever email, everything we need is in Synergy. If an employee sends an email related to a job, we say 'no you have to submit it in Synergy.' We rely on Synergy to keep track of everything going on in our business," said Scott.

Additionally, CleanCut runs workflow reports to ensure employee efficiency. Some of the workflow reports include how many drawings are submitted by each sales person, how many revisions, and how long the job takes to complete. From this, they can pull data to generate accurate estimates and future capacity.

Many of these reports automatically pull through KnowledgeSync Event Manager. KnowledgeSync alerts employees about business critical information immediately,



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Finally we have all the data we need at our fingertips, and employees are on track. The JobBOSS, Synergy, and KnowledgeSync trio continue to be a huge contributor to our growth and efficiency"

so they don't skip a beat. CleanCut has implemented alerts such as: sending shipping notifications with tracking information directly to customers, monitoring past due invoices, and even employee birthdays.

"KnowledgeSync helps us keep everything on track. For example, if an invoice goes past due in A/R, our A/R collections people automatically receive an email, and a workflow is created in Synergy for them to follow up," said Scott. "And, thanks to the connection between KnowledgeSync and Synergy we are able to do fun things for our employees. We have a workflow set up for announcements such as a food truck on site for lunch or someone's birthday. We have TVs around our shop and when it's an employee's birthday the system pulls his or her photo from synergy and wishes them a 'Happy Birthday'. All this data is generated from Synergy, it's a small, but very special, benefit to accessing data and it's all automatic."

As for installation and upkeep, JobBOSS is helpful because the table structure naming is very easy and straightforward. "Once you get in there and learn it, JobBOSS is a basic software that is easy to use and manage," said Scott.

Conclusion

CleanCut has had JobBOSS for over 10 years. They went from hardly anyone using the software to 42 employees who rely on it every day. As a result of the deepening use of JobBOSS, CleanCut has grown their operations significantly in just three years. "Finally, we have all the data we need at our fingertips, and employees are on track. The JobBOSS, Synergy, and KnowledgeSync trio continue to be a huge contributor to our growth and efficiency."

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Being able to see that one employee takes three hours while another takes nine to complete a similar project, allows us to find a solution before the problem gets worse. "