



# TITAN OF THE MONTH

## BEST SERVICE

JULY 2017

**BEST  
SERVICE**

ELECTRICAL, PLUMBING, HEATING AND AIR



### About Best Service

Best Service has been providing services to Orange County and the surrounding areas for over a decade. Originally started as an Electrical only business doing mostly construction they then converted to residential service work eventually adding Plumbing and HVAC services as well.



Serving Orange County, CA

### Brian VARDIMAN



LIVE FOR 39 MONTHS

Launched  
June 2014

Present  
July 2017

### Hear from the Owners

In the early days, running the business on paper and pen was easy. Customers could just leave a message on my cell phone. As we grew, we started using Outlook and that was just a nightmare. And then someone turned me onto ServiceTitan. It's made a huge difference. ServiceTitan is a complete solution. The real-time data and KPIs are essential from a cost and operations standpoint. Having the customer history and pictures and notes means that when a customer calls us back, we have a much more accurate record of their system so we can provide an even higher-level of service. Our techs then go out with ServiceTitan Mobile... that lets the customer know we're cutting edge. The tech can access all of that customer information and anything they add syncs back to the office and accounting. It's all tied together in one big loop.



TITANSORE

TitanScore: 64



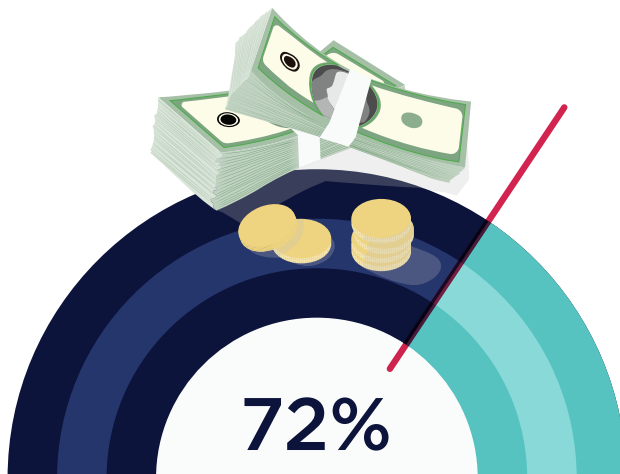
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Last updated July 2017



87th Percentile of ServiceTitan customers

GREW THEIR REVENUE  
**72%** IN JUST  
**1 YEAR**



Comparing their first year Live on ServiceTitan to second year live.

### Fun Facts

#### WAYS TO USE SERVICETITAN

We utilize the Customer Communication features to give an Uber-like experience. They get automatic reminders about their appointment so they know when we're coming. They can even watch as the technician drives to their house!