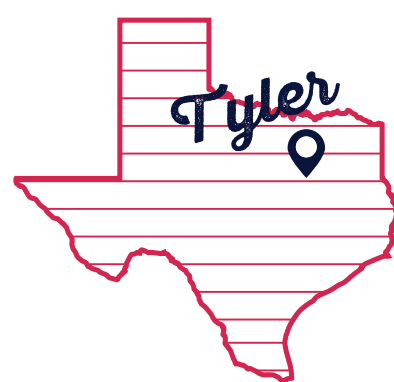




ROOKIE OF THE MONTH

RUB-A-DUB PLUMBING

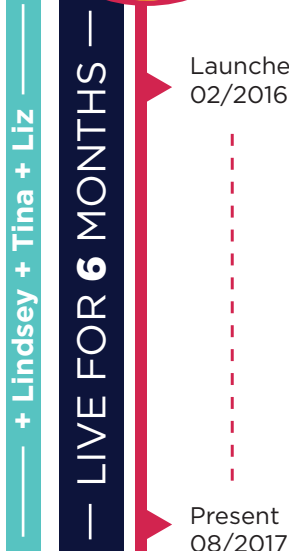
AUGUST 2017



Serving Tyler, TX.

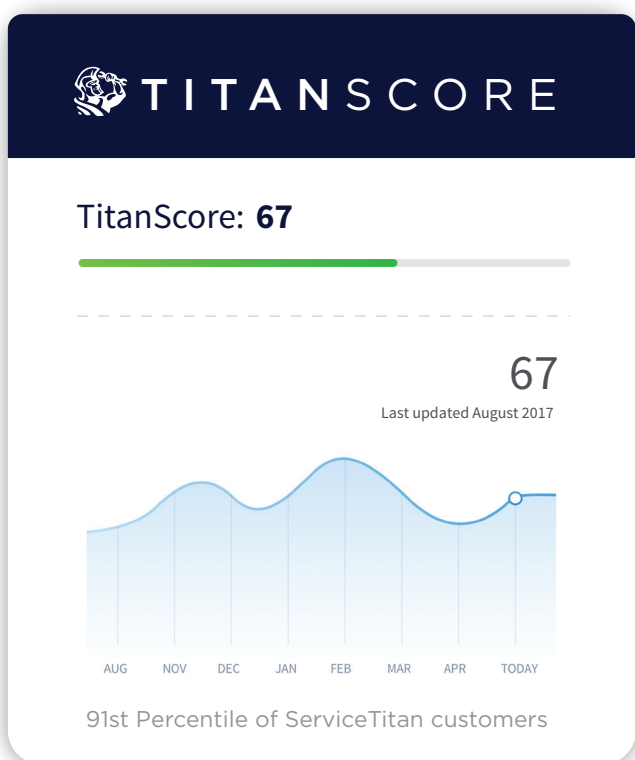
About Rub-A-Dub Plumbing

Rub-A-Dub Plumbing is the company that residents of East Texas including Tyler, Lindale, Mineola, Cedar Creek Lake, Kaufman, Athens, and surrounding cities trust. Rub-A-Dub Plumbing offers plumbing repairs, installations, maintenance, and sales. Rub-A-Dub Plumbing was founded by Brent McDonald more than 12 years ago. He started this business with a borrowed truck and an abandoned phone number and now they have grown to 14 employees.

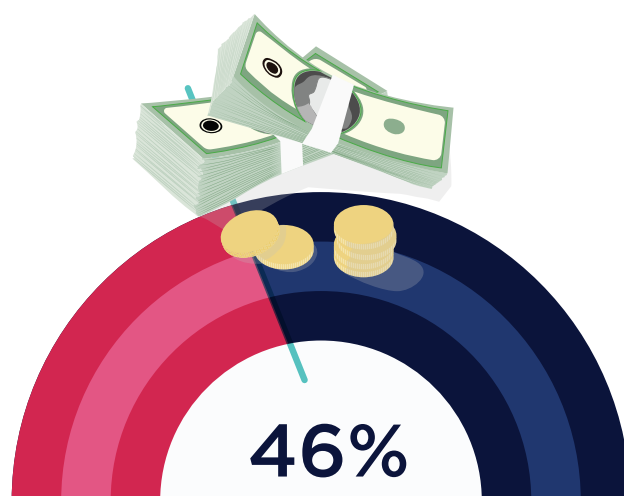


Hear from the Admin Manager: Ginny Rivers

ServiceTitan has allowed us to really align the company so we are all clearly focused on the same goal. When the team understands what needs to get done, the company moves forward as a unit. ServiceTitan allows us to add company and individual goals which keeps us all looking forward in the same direction. It also keeps us efficient with extensive notes, pictures and tags so no matter who looks at the job, we all know what's going on to address any questions that may arise. We like to think of ourselves as "white collar plumbers". We are educators not laborers. ServiceTitan allows our technicians to match their professional appearance with the professional presentations available in the system. The paperless environment is well received in the community and ensures our technicians are as efficient as possible by not having to hand write any invoices or notes. Everything is stored in ServiceTitan and easily accessible to anyone on our team. The import to QuickBooks is the final piece to the efficiency puzzle. No double data entry, no mistakes. Because our data is exported in detail, we can customize financial reports that tie directly back to ServiceTitan. It's a full circle of efficiency.



GREW THEIR REVENUE 46% in less than 6 MONTHS



Comparing their first quarter live on ServiceTitan to the same quarter the year prior.

Fun Facts

WAYS TO USE SERVICETITAN

One way ST helps the CSR's communicate is with customized tags. For instance - we have a special tag for a customer that has been rescheduled which shows up on the dispatch board. This allows everyone to know that this customer has already had a set back and not to reschedule them again.

ABOUT RUB-A-DUB PLUMBING

We have worked very hard to create a culture for our employees that inspires them to be creative, accountable and vibrant. Last quarter we took all the employees and their families to a Ranger game - in a private suite! We believe happy employees equate to happy customers.



ROOKIE OF THE MONTH

RUB-A-DUB PLUMBING

AUGUST 2017