



# TITAN OF THE MONTH

## ROSENTHAL PLUMBING

JANUARY 2017



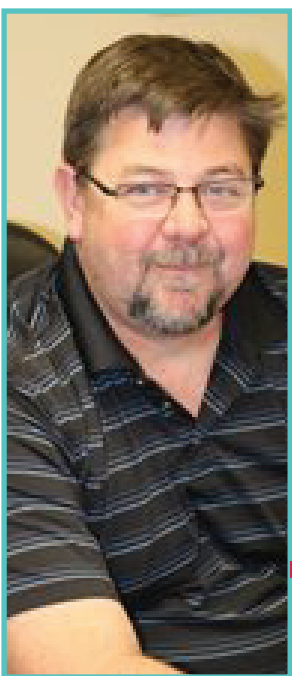
### About ROSENTHAL PLUMBING

Rosenthal Plumbing is third-generation family-owned and operated serving their community for over 25 years. With satisfaction guaranteed service, they solve all plumbing needs of their residential and commercial customers.



Serving Santa Cruz, CA, & the surrounding area.

### David ROSENTHAL



#### Hear from the Owner

What sets Service Titan apart from any other software we've ever used is we have the ability to access it from our phones or tablets anywhere. We offer a 24/7 Emergency response, and now, our on-call CSR/Dispatcher is able to use ServiceTitan from home or anywhere else to effectively hold our company true to the rapid response claim we offer.

**LIVE FOR 38 MONTHS**

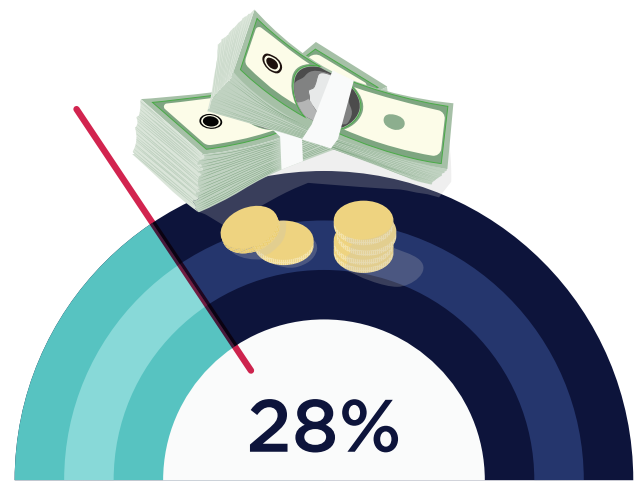
Launched NOV 2013

Present JAN 2017

### ServiceTitan Integrations



## GREW THEIR REVENUE 28% IN JUST 1 YEAR



Comparing first fiscal year of ServiceTitan to the following fiscal year.

## Fun Facts

### WAYS TO USE SERVICETITAN

We've noticed that our Dispatch Bios have been very helpful for the customer to know who is going to be arriving at their home. Along with that, we can tag calls based on priority and other information, which we use daily to know when to send the technicians and where.

### ABOUT ROSENTHAL PLUMBING

Our company is very family oriented. For example, three Rosenthal's are currently working at Rosenthal Plumbing: David is the owner, his wife, Jennifer, is our marketing manager, and their daughter, Haley, is a CSR in the office. More than that, we like to help out our current employees' families as well and have hired many people who have been related in the past.

Member of Partnered Associations

