R & D PLUMBING & HEATING

The Customer:

R&D Plumbing & Heating is a locally owned & operated business that has a solid reputation for reliability and service excellence. Over the past 30+ years they have served Lloydminster and area. The team at R & D is proud of the milestones they have accomplished over the years. R&D strives to give customers exceptional & trustworthy service. Service technicians are available 24 hours a day 365 days a year in case of an emergency.

The team at R&D Plumbing & Heating has the knowledge and experience to offer full cycle services. They can take you from permits to completed project, whether that's a new home construction, commercial project or small renovation.

Industry:
Construction – Mechanical

Website:
www. http://www.rdplumbing.ca

Systems Profile:
Sage 300 (Accounting, Payroll)
Technisoft Service Manager
(Field Connect, Employee Portal
Advanced Scheduling)

CHALLENGE

R&D needed to eliminate double entry of data, enhance inventory, reduce processing errors and provide timely job costing information. The system needed to effectively handle both field and internal sales processing requirements and project management for the plumbing and heating industry

How do you know a company like R&D cares about the quality of their work? They stand behind it. R&D has some of the best warranties and guarantees in the business because they know their people and products are the best in the business. For R&D to maintain their quality service they had to reduce wasted hours, eliminate duplication of data entry, reduce human error and improve the inventory management. They needed a solution that allowed them to better service their customers, was easy to use, fully integrated and had flexible management reporting.

SOLUTION

The flexible Sage 300 and Technisoft Service Manager software, Field Connect, Employee Portal and Advanced Scheduling met all of their processing requirements. With Field Connect all field techs have remote access to all relevant customer, job and project management information.

After a review of other software solutions, they chose Sage 300 accounting with Technisoft Service Management for its ease-of-use, strong integration, and flexible reporting. Asyma Solutions Ltd was chosen as the preferred consulting services firm because of their construction knowledge, similar guarantee for the services provided and their focus on quality services.

RESULT

The Sage 300/Technisoft system allows for the streamlined entry of all information into an integrated job management system. R&D is able to maintain improved control over inventory in multiple locations and is able to obtain accurate and timely job costing and profitability reporting. The system allows for the tracking of customer equipment by site to improve customer service. Further invoicing is easy, accurate and includes descriptions on work collected in the field. The savings have been significant.

About Asyma:

Guiding Great Businesses

Asyma Solutions Ltd. believes customers deserve systems that work. We believe in using technology and management best practices as effectively as possible to help your organization succeed. We help by providing innovative and sound proactive professional advice as well as products and services to enhance the financial well-being of your organization.

RESULT (CONT.)

Asyma enabled R&D Pluming & Heating to streamline their processes and improve customer service. Software is only 50% of the solution – the remaining 50% is designing procedures and processes in conjunction with R&D to reduce wasted time and effort

Long-term support is critical to the success of any software implementation. Asyma is in business for the long haul and we base our business on building long-term relationships with our customers. Our support contract options provide R&D with easy access to our team of highly skilled consultants, removing the risk of having a solution fail. As technology changes the annual process reviews, support, and training are the best ways for R&D to continue to change, grow and use the systems effectively.

R&D PLUMBING & HEATING

24 HOURS A DAY, 7 DAYS A WEEK, AND 365 DAYS A YEAR ON CALL SERVICE

CALL US AT (587) 789-1546

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