

ASHLEY FURNITURE

Within 4 months, we saw both time savings and cost savings

INTERVIEW WITH:

Kelly Callahan

Facilities Maintenance Manager

Hill Country Holdings is one of the largest independent owners of Ashley Furniture Homestores, with stores throughout Texas, Washington, Oregon, and Idaho.



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HOW WE KNEW IT WAS TIME TO HAVE A SYSTEM

I was spending better portion of half my week doing administrative tracking. About 15-20 hours, just tracking down written approvals.

And every data point was manually entered. If a work order was completed last Tuesday, I was personally inputting that. If I approved an invoice, I was typing in the invoice number. The log was 3,000 lines with over 20 data points per line.

I also couldn't physically dispatch all the service requests we were receiving. I was getting 80 calls, 82 emails a day. In our old system, requests were very generic. We had to rely on the store personnel to input the details I would need.

We would send people out to switch a breaker on and off when power went out, because there was no detail on the request other than "Power's out."

The only way we could track whether PMs (preventive maintenance visits) got done was by the invoice. Manually tracking it all, wasn't worth my time to figure out how many PM work orders

we had, what sites were being covered, when the service providers were on site, notes from the technicians. There was a ton of intelligence just leaking right out of our business with no way to make use of it.

This launched us into looking for a better way.

COST SAVINGS

Within 4 months, we saw both time savings and cost savings, even with putting in a new system.

We knew we could resolve many work orders cheaper if we had better information on the initial service request. Not sending contractors out for simple fixes, letting the stores flip their own breaker switches, sending the right contractor on the first call with the right information to bring the right parts, and so on.

Anything the landlord covers in their lease terms now gets sent to the landlord automatically. We've seen a lot of savings from that.

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WITH CORRIGO, OUR SERVICE REQUESTS ARE CUSTOMIZED TO GET ALL THE INFORMATION WE NEED TO MAKE INFORMED DECISIONS.

We also added troubleshooting guides.

It's working fantastic for us. Tracking PMs (preventive maintenance) in Corrigo also gives me those work orders from start to finish. Now I can see when they were there, associate costs with the locations and equipment they serviced, even pull reports showing me the notes from the techs.

All kinds of things I never would have known before, now reportable. I can see their notes and do something about it.

Another aspect of cost savings that we're seeing: we get these issues not just temporarily but permanently fixed. Reporting helps us to identify the actual problem. Is lack of PM the issue?

Toilets get clogged for a number of reasons, but we can step up the annual plumbing visits to avoid these problems and there's savings to that.

Depending on what trade, it's 9x cost on weekends to solve these problems. And store management doesn't like weekend calls, just like I don't.

Store Satisfaction

A lot of our work orders were 60 days old. Now we are down to 14 day turnaround on many of them. And we can turn on a dime when responding to emergencies. Corrigo really helps us grab those, prioritize them, and respond.

The Corrigo mobile app was a big game changer for our store managers. We love that our store employees are not going to the office to create work orders. I heard from several of them – "we like the app, we get service faster, and communication is clear."

Before Corrigo, things went unreported because they never saw anyone come fix what they did report, and it was so hard to send a request. It's effortless for them now, with that mobile app. Plus the requests come through with all the info we need. I get more requests now - but I want more! We can actually get these things addressed now.

Finding High Quality Service Providers

In addition to the folks I worked with before, I now use some Service Pros regularly that I found on Corrigo.

- **A to Z Contracting Service**, they've been absolutely outstanding, they are one of my go-to folks now.
- **ACS Commercial Services**, they've been a huge help in Houston.
- **Dixie Safe & Lock. Edgewood Security and Lock.** They've been outstanding.

I still have contractors who call me weekly, wanting to do business with us. I tell them we use Corrigo - if you are willing to pick that up, we can start working with you.