Piedmont Door Solutions Streamlines Service Delivery with Service Pro and NetSuite

ABOUT THE COMPANY

PIEDMONT
DOOR SOLUTIONS

Industry:
Commercial door solutions

Company size:
50+ employees

KEY RESULTS

Faster invoicing and quoting turnaround times

More accurate timekeeping with less manual effort

Improved inventory tracking

INTRODUCTION

Since 2001, Piedmont Door Solutions has been the top choice for commercial doors and entrance solutions. They offer custom design, installation, maintenance, and repair services throughout Southeastern U.S.

From their seven locations, Piedmont Door provides expert entrance services for a wide variety of commercial, industrial, and institutional customers. Their services include pedestrian door installation, preventive maintenance, and repair.

Though Piedmont Door excelled in providing the best entrance solutions, their back office team struggled to keep up with the volume that came with growth. They decided to look into field service management solutions and landed on MSI's Service Pro for NetSuite.

CHALLENGE

With more locations and more field technicians than ever before, Piedmont Door needed to upgrade to a scalable software solution to support their continued growth.

Cumbersome field labor time processes

The back office team at Piedmont Door spent a significant amount of time monitoring and correcting labor time for field technicians.

Every week, the back office staff needed to spend hours monitoring incoming time records. If they found an error, they had to manually fix the individual time entry in their service management software, and then painstakingly recreate the corrections in a legacy payroll system.

Even though the back office team spent hours correcting the labor time, they still found missed time entries and overlapping time entries. This resulted in inaccurate and inconsistent timekeeping, and many hours spent trying to correct errors each week.

Inaccurate billing

The legacy field service system Piedmont Door relied on did not provide enough work order details for field technicians.

This left technicians unable to clearly track the equipment, parts, and tasks required for a specific order. All this confusion could create inaccurate billing, such as missing a spare part or inspection task on an invoice.

SOLUTION

Since implementing Service Pro for NetSuite, Piedmont Door has realized significant improvements in their field service processes.

Accurate timekeeping with less manual effort

Using the Service Pro mobile app, the field technicians can finish their timekeeping tasks faster and more accurately.

The back office team spends much less time fixing time entries. And since the data in Service Pro is cached, the number of missed and overlapping time entries was significantly reduced.

Faster invoicing and quoting turnaround times

With Service Pro, the field technicians can quickly and easily submit work order details.

This streamlined process allows the back office staff to turnaround invoices and quotes to customers much faster. In most cases, they're able to provide invoices the same day the service is completed.

Improved inventory tracking

Piedmont Door found real progress in inventory tracking with Service Pro.

Previously, their field technicians could access limited work order information.

Now with Service Pro, they can easily see the service tasks, equipment, and parts needed to get the job done efficiently.

READ THE FULL STORY HERE

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