

Dayco Heating and Air

“Excellence Alliance Residential Retrofit Contractor of the Year, 2002”

Dear Bob:

January 31, 2003

Thank you so much for introducing me to “PROFITMAXX”!

By adding this software to my management tools, I have been able to assess the performance of my service technicians and find where the leak of profits have been going. Service department should be running at a profit at all times. I knew service was not where it should be but all I could do was manage to the negatives of losing money. I could not point to any particular issue and address any improvements needed. I could tell the service techs something was wrong but I could not prove the issue.

Profitmaxx allows me to do just that, zero in on specific issues. I have been able to see my most experienced technician was not charging for his work even though he was doing a great job. He was missing actions and repairs on his time card and invoice. By studying his averages per hour and his diagnostic times, I could tell there had to be service not being charged for. I printed his performance reports and went one on one through each number. We then went through about 30 invoices and found repairs that had not been charged for. By pointing out the lower performance ratings and comparing him to some of the newer techs who only knew flatrating not hourly billings, he has improved his billing by 20% in less than 60 days. He was doing the work just not charging.

The performance ratings have shown me who our best demand service billing tech is. The callback rates have never been really high but I can tell who is fixing the problem on the first trip or waiting to go back or having someone else go back. I can also tell who keeps their van stocked efficiently and which one does not. The dispatching efficiency now will be improved by the latest version showing ‘no shows.’ ALL OF THIS FROM THE REPORTS GLEEMED FROM THE TIMECARDS THE TECHNICIANS FILL OUT. INFORMATION THEY PROVIDE TO ME TO RATE PERFORMANCE.

I would recommend this software to even my competition because they need to know they are not making the profit they should be. We all need to know where we are as we go, not after the fact as the bookkeeper can show you. It’s too late then.

Thanks again and see you soon.

Bonetta J. Day, President