



Smart Service



CASE STUDY:

**Northern
Garage Doors**

“Before we were doing 6 service calls a day. Now we can do 12 service calls a day.”



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Northern Garage Doors

- Based in Traverse City, MI.
- Smart Service customers since 2016.

We recently asked Northern Garage Doors to talk about the impact Smart Service has had on their business.

What were things like before Smart Service?

November and December is our busy time of year. Prior to Smart Service, we would run a 3-5 week backlog on jobs during this period, which created a huge inconvenience for our customers.

And once you got Smart Service?

The past few years where we've had Smart Service, we've run very minimal delays. We've done more work in those [busy] months, and been more efficient at it.

We see a real time view of whether the techs are working, finishing a job, or driving. So, when we're running ahead, we can interject a job in the area. Before where we were doing maybe 5, 6, 7 service calls a day, we can do upwards of 12 service calls a day.

How does Smart Service change things for technicians?

All our trucks are equipped with a tablet, and all the information for the job is on there. When our techs are out in the field, they can see what we put in that the job needs, they can fill their notes in, they can go in and bill, right off our QuickBooks items.

The other great thing is the photos. We take pictures of everything, and it has saved us money. We have photo evidence of what was done, and if something comes up missing, we can go back and say, “those items were there.”

What do you think about Smart Service-QuickBooks integration?

It's a very easy process. You just hit the post button, and it's done! It has made it easier to go through and make sure that we have not missed billing any particular job in a month, and that has saved us a lot of money.

What would you say to a company on the fence about purchasing Smart Service?

If you're looking to be efficient, this is the program that does it. Smart Service just makes us a better company.

“Smart Service just makes us a better company.”

—Dave Ashley, Northern Garage Doors

