

## CASE STUDY:

# BAKER PLUMBING GOES PAPERLESS AND GETS PAID SIX TIMES FASTER

Industry: HVAC

### APPS USED

- Job Estimator
- Work Order
- Safety meeting

### HIGHLIGHTS

- 17 day sale cycle reduced to 3 days
- Saving thousands of dollars with more efficient processes
- Faster customer service

## BACKGROUND

**Baker Plumbing Ltd. provides plumbing, heating and gas services to the greater Calgary area. With over fifty years of experience, Baker Plumbing works with commercial, industrial and residential clients. They pride themselves for always being on time, on budget and providing fantastic work.**

While they have provided great service to their customers, they found paper wasn't serving their company. Their triplicate forms would return without signatures, day or time of a job, or not return at all.

This inaccurate data combined with the time it took for forms to make it back to the office was affecting the company's bottom line. After completing a job, Baker Plumbing typically wouldn't invoice a customer for 17 days later.

Baker Plumbing researched mobile solutions, but they kept finding custom solutions that cost tens of thousands of dollars. They needed something that would be affordable and easy to use.

## SOLUTION & RESULTS

In December 2013, they decided to go with Canvas, the global leader in mobile apps for business. Baker Plumbing found the transition almost seamless. With their free trial, they received full support from Canvas and a custom designed app through Canvas's Send Us Your Form Program.

**Baker Plumbing found itself in the same position thousands of Canvas customers have; the Canvas platform—with 14,000+ customizable mobile apps, the app builder and real-time app management—was revolutionizing their internal processes.**

Baker Plumbing has seen real, measurable results from implementing Canvas. Some of their immediate benefits include:

### **Faster Sale Cycles**

Previously, Baker Plumbing struggled with getting paid quickly after jobs were completed due to the time it took to get work orders input into the company's database and track down missing information.

With Canvas, this process has been dramatically streamlined. The information that plumbers collect on-site to complete work orders and invoices now goes straight to the cloud and is available to office staff in real-time.

By eliminating paper forms, Baker has dramatically sped up their sales cycle; what once took 17 days to send to customers now only takes three days.

### **More Accurate Data**

In addition to improving their sales cycle, Baker now captures more accurate information with Canvas. By utilizing required fields and automatic calculations, Baker's forms come back with all the necessary information.

On mobile devices, information is now safe from coffee spills and dirty cars. By no longer having to do manual data re-entry or chase down missing information, Baker Plumbing estimates that they'll save thousands of dollars this year alone.

### **More Efficient Service**

With paper forms, employees had to fill out all information by hand. Plumbers often had to look up prices of parts in manuals, in order to provide customers with quotes and keep a record of what to bill. The need to remember prices and detailed information created opportunities for plumbers to make mistakes, and customers might be invoiced incorrectly.

Today with Canvas, Baker Plumbing enjoys both faster and more accurate service. Baker is able to bring their price lists and parts information into their Canvas apps, allowing plumbers to pull up price and client lists as well as labor rates while they fill out work orders or job estimates. This means less time trying to find information, reduced mistakes, better customer service and more time to focus on work.

### **Flexibility to Meet Evolving Business Needs**

As a cloud-based, mobile platform combined with an easy-to-use mobile app builder, Canvas provides Baker Plumbing the flexibility to quickly add new features and functionality to any of their mobile apps. As needs evolve and change, Canvas apps can be updated easily, with no programming required.

For instance, as the cost of their supplies changes, Baker Plumbing can go into their Canvas account and simply update the price list they use in their apps. Within seconds, these cost changes will be updated for all their technicians. This allows for an easy transition, with limited possibility for accounting errors.

Other mobile app alternatives make this process cumbersome or costly, weakening the effectiveness of their platforms. With Canvas it is a frictionless process at no additional cost.

**With Canvas, Baker Plumbing has ditched all of their paper forms. Their plumbers now complete job estimates and work orders on Blackberry devices. After being in business for over 50 years, a lot has changed, but one thing is for certain. Baker Plumbing won't be returning to paper forms.**