



How a Facility Maintenance Company Upgraded Communication & Won Happy Clients



Overview

A successful facility maintenance company in Norway, known for its amazing technicians, hit a bit of a snag. Things got hectic! Phones in the office wouldn't stop ringing with technicians asking about their jobs. The office staff felt buried under mountains of paper, struggling to find information and keep track of schedules and bills using clunky spreadsheets. This wasn't how they envisioned their growing business. Outdated systems were causing problems and putting their happy customers at risk. They knew they needed a fix and fast.

Challenges

A once-smooth-running facility management company in Norway hit a rough patch. Hidden problems, fueled by outdated systems, began causing big trouble and jeopardized the company's success. Here's what they were dealing with every day:

Suffocating under the weight of manual work orders

The back office team started drowning in paperwork as they relied on paper work orders. They had to spend hours sifting through stacks of work orders, drowning in a sea of paper. This not only slows everything down to a crawl but also creates a breeding ground for mistakes. Each time they shuffled papers, they were taking a gamble, with errors just waiting to happen.

Lost and left in the dark with team assignments

One major headache they had to deal with was figuring out who should go where and when. It was like trying to navigate a maze with blindfolds on. Without real-time updates on the team's location, scheduling jobs feels more like a game of chance than anything else. It was frustrating for everyone involved, wasting precious time and leaving them scratching their heads.

Struggling with slow cash flow from manual invoicing

Manual invoicing was a nightmare for the company. The pile of paperwork kept getting bigger, but payments were still hard to come by. As the company scrambled to chase down payments, customers grew more and more impatient, anxiously waiting for their bills to arrive. It was a never-ending cycle that left everyone feeling stressed and overwhelmed.

These problems started shaking the foundation of the company. Unhappy customers are on the rise, deadlines are slipping, and they started losing out on money. They were actively looking for a solution to take back control and provide an outstanding customer experience.

Solution

With outdated systems hindering productivity and causing chaos, the company was in desperate need of a transformative solution. Enter Zuper, a comprehensive facility management software that revolutionized every aspect of the company's operations.

Zuper transformed the way technicians operated in the field, streamlined job scheduling with smart dispatching, optimized routes for maximum efficiency, and automated invoicing processes for simplified payments.

✓ Mobile Workforce Management

Zuper's mobile app revolutionized how technicians operated in the field. With this powerful tool, technicians gained access to a comprehensive digital toolkit, right at their fingertips. Gone were the days of relying on cumbersome paper-based work orders. Instead, technicians could instantly retrieve work orders, customer details, and job site information in real-time. This not only eliminated the need for extra trips to the office but also ensured that technicians had all the necessary information to efficiently complete their tasks.

✓ Smart Dispatching

Zuper's dispatching board introduced a new level of efficiency to job scheduling. Dispatchers could now match the right technician with the required skills to each job seamlessly. This intelligent system smoothed out the dispatching process, eliminating the guesswork and ensuring that tasks were assigned to the most suitable technician.

Additionally, real-time location tracking further optimized operations by enabling efficient routing. This meant reduced travel time between jobs, allowing the team to handle more tasks and maximize productivity.

✓ Route Optimization

With Zuper's smart dispatching and real-time location tracking, route optimization became a key feature. By analyzing the locations of technicians and the jobs they were assigned, Zuper automatically generated optimized routes. This ensured that technicians could navigate efficiently between job sites, minimizing travel time and fuel costs. As a result, the team could complete more tasks in less time, leading to increased productivity and customer satisfaction.

✓ Automated Invoicing & Simplified Payments

Zuper's automated invoicing system transformed the company's billing process. No longer did the team have to spend valuable time manually generating invoices. Instead, Zuper automated the invoicing process, reducing errors and ensuring that invoices were sent out promptly.

This streamlined approach not only improved accuracy but also enhanced cash flow for the company. Additionally, customers benefited from the convenience of being able to view and pay invoices online, further improving the overall billing experience. In essence, Zuper's invoicing solution created a win-win situation for both the company and its customers.

Zuper provides additional features beyond these core functions.

✓ Field Service Asset Management

Zuper assists in tracking and managing tools and equipment, ensuring that preventive maintenance is carried out, minimizing downtime, and keeping the team operational.

✓ Contract Management

Zuper simplifies contract management by automating reminders for renewals and service deadlines. This eliminates the hassle of missing deadlines or scrambling to recall important dates.



Results

Implementing Zuper at the facility management company was more than just an upgrade—it was a game-changer. Here's how Zuper transformed everything:

↑ Increased Efficiency

No more wasted time! Thanks to easily accessible work orders, smart dispatching, and instant communication, job completion times were slashed. Technicians could now focus on their work, resulting in more jobs completed each day. Clients were happier because they received faster service, and the team became more productive.

↑ Enhanced Customer Satisfaction

Communication is key! With Zuper, keeping customers informed became a breeze. Faster responses, real-time updates, and improved service led to happier clients. This resulted in glowing reviews and loyal customers, laying the foundation for long-term success.

↑ Boosted Revenue

Efficiency equals more money. By reducing rework, optimizing schedules, and keeping customers satisfied, Zuper contributed to increased revenue for the company. Each job was completed on time, and each satisfied customer added up to a healthier bottom line. Now, the company could invest in growth and expansion.



Discover how [Zuper](#) can revolutionize your operations, improve efficiency, and propel your business forward. You too can experience streamlined workflows, satisfied clients, and a thriving business.

Schedule a demo with us today to embark on your journey to success!

[Schedule a free demo](#)