



# Findlay Landscaping Company Skyrockets Productivity and Slash Costs With Zuper

# Overview

Over the past five years, a landscaping company from Findlay, Ohio, has delivered excellent landscaping maintenance services to residences. They specialize in lawn care, landscaping, hardscaping, and snow removal services. They have been providing exceptional lawn care services and gaining customers' trust.

When their business grew, they needed to expand their services to the Northwestern areas of Ohio. Their ultimate goal was to deliver exceptional customer service and increase profitability. When they started providing residential and commercial landscaping services in different service areas, they found their manual processes interfered with achieving their business goals.

They realized that their operations were inefficient and that it affected their ability to provide the best quality service to their customers. So, they decided to resolve their operational challenges by investing in the right field service management solution.



## Challenges

Problems escalated when they started offering a variety of landscaping services in different areas. Although the landscaping company experimented with different productivity tools, the results were inconsistent. Listed below are some of the top challenges they experienced:

### — Risks in contract management

Manual contract management was tiresome and time-consuming when they started to work on more projects. There was a high risk of losing customer data due to manual processes. Because everything was done by hand, it was easy to overlook contracts needing to be renewed.

### — Inefficiencies in invoicing and documentation

Traditional paper forms were used at the job site. Technicians had to fill out job details, services offered, and payment details on paper. Later, the back office team updated it in the accounting system. The process of invoice generation was laborious and error-prone. Accessibility problems made it difficult for the back-office staff to follow up on pending payments.

### — No system to collect digital payments

There were no provisions to collect payments from customers digitally and their spreadsheets did not track customers' late payments in real-time.

### — Manual time tracking

The lack of accurate data on productive hours caused problems for the landscaping company. Without knowing how long each technician had worked, the actual time spent on a job could not be calculated, and labor costs were inaccurate.

### — No job site documentation

Storing, retrieving, and managing images taken at job sites was a challenge for technicians. Although they can store multiple images in their camera roll, they had trouble associating images with specific jobs.

Based on the company's assessment of the pain points, it was determined that they hindered their ability to grow. Obsessed with the quality of service, the company decided to eradicate the service management challenges and scale up its landscaping business.



## Solution

After using other productivity tools, they found the results were not meeting their demands. To achieve their goals, they needed to automate all of their business operations with a cloud-based integrated system. They deployed Zuper to overcome the obstacles their business faced.

### ✓ Managing contracts at ease

Zuper's contract management offered a way to digitize contracts and manage them within the cloud. The company was able to create service-level agreements and preventative maintenance contracts by entering the contract and service details. During the off-season, renewing contracts became effortless due to digitization.

Zuper's contract management feature allowed them to send it to the customer and sign digitally by both parties. The service contract line items on the contracts page were converted to automatic job scheduling when a contract was approved. The contract management feature helped them prevent contradiction and significantly reduce the time spent managing the manual contracts.

### ✓ Creating accurate invoices quickly

The traditional paper check method was replaced entirely with an automated invoice generation feature in Zuper. Zuper's mobile app empowered technicians to generate invoices effortlessly by choosing services and creating invoices on the go. The invoice generation feature could rapidly convert the estimate into an invoice and ensure the service details. Zuper eliminated the risks of incorrect invoices and allowed the technicians to focus more on their quality service rather than the error-prone manual calculation of invoices.

### ✓ Collecting payments on the go

Zuper's integrated payment gateway empowered the landscaping company to collect payments from customers online and by credit card. The invoice link was sent to the customer's mobile via SMS or email to initiate payment. The customer's payment experience was enhanced with faster and easier online payments.

Letting bills get paid late just wasn't working anymore. The back office admins could get alerts from Zuper when payment was due. The company was able to send payment reminders when payment was due. Zuper significantly impacted the company's cash flow and reduced hassles when collecting late payments.

✔ **Tracking the technician's productive hours precisely**

The mobile application made by Zuper captured the time spent on a specific job for each technician. The amount of time spent on each project was recorded separately, yet the time log feature calculated the time spent on services rendered. Though each technician on the team had different work hours, the application made tracking time easy.

Every technician had the time they clocked in and out recorded, and a consolidated log of their times was generated. It helped the company to analyze and assess each technician's productive hours. With a detailed consolidated job report, it was easier to calculate the labor cost of each technician.

✔ **Documenting images of a project in one system**

Technicians were able to capture images of work-site landscapes before and after their service and attach these to the job notes, all through Zuper's mobile application. The images were tagged with keywords and descriptions in the cloud storage, making them easily searchable and understandable for administrators. The images were associated with a specific project, making future reference easier.

## Zuper's Impact

Zuper emerged as a hero, not just plugging leaks in their system but propelling them towards success. Businesses using Zuper saw a remarkable increase in revenue, likely due to factors like faster response times and taking on more jobs. Zuper also freed up valuable time for employees. This can be attributed to Zuper's automation and centralized platform. Finally, Zuper helped businesses reduce scheduling time, allowing them to focus on what truly matters.



**31%**

Average increase in Revenue using Zuper [landscaping service software](#)



**9 Hours**

per week saved on average using Zuper [Pro Mobile App](#)



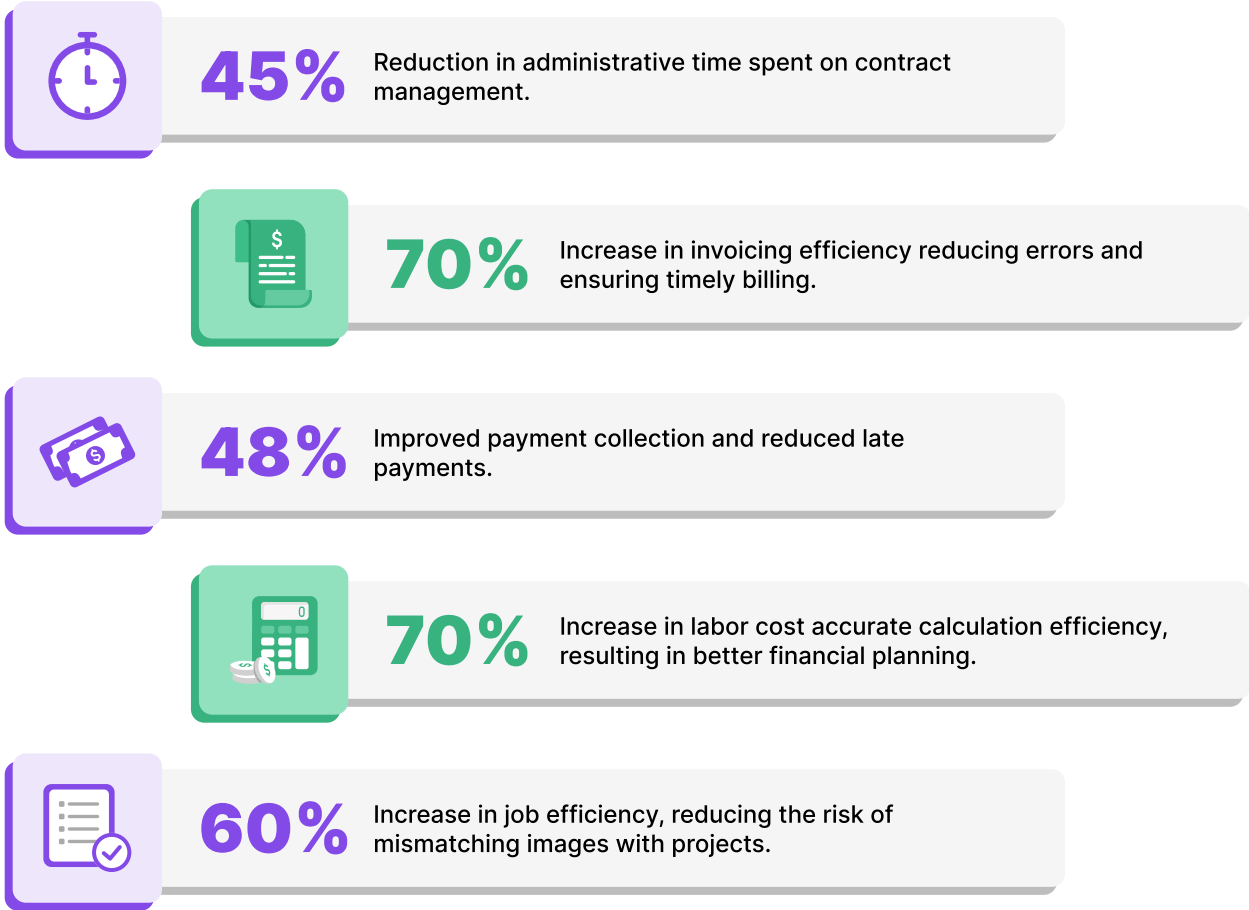
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Before Zuper, scheduling meant Creative Irrigation would have to sift through overflowing spreadsheets and calendars filled with 100+ appointments to find an opening, and repeat the whole process every time. Not anymore.

Amy Rojas, Operations Manager, Creative Irrigation

## Results

Since the deployment of Zuper's cloud-based field service management software, the landscaping company has found a dramatic increase in productivity and cost reduction. Zuper produced valuable outcomes by enabling the landscaping company to



Free up your time to focus on what matters – growing your business.  
Let [Zuper](#) handle the rest.

If you're interested in improving your landscaping service, learn how Zuper can automate your business operations.

[Talk with us](#)