



Landscaping Success

Achieve 20% improvement in scheduling and 25% reduction in fuel costs with Zuper

Overview

Ask any landscape contractor about their biggest challenge, and they'll likely say it's scheduling their crew and managing the fleet. This struggle is a familiar story for many in the landscaping industry, including our customers. We are excited to share the inspiring story of one of our customer's escape from the daily nightmares of scheduling and fleet management. Are you ready to break free from your own scheduling and fleet management challenges?

It is a regular occurrence for contractors

Every morning, the contractor faced a common challenge: figuring out the day's tasks for the crew. While it was nice to know the team had work, it was also a big responsibility. Scheduling technician tasks among different team crews was no simple feat. The contractor's mind filled with crew names and task details, making the process more challenging. Adding to the complexity was fleet management; optimizing routes became a time-consuming task. These challenges cascaded, often resulting in a workflow that wasn't as efficient as envisioned when the day's jobs were first seen.

Desperate search for a solution

Frustrated with the inefficient workflow, the contractor decided he couldn't face another day of scheduling conflicts. He realized that these issues were not only hurting his reputation but also affecting customer satisfaction. Determined to find a solution, he turned to Google for answers. His search led him to several pages about route planning and field service management software, but this only added to his confusion. He wasn't sure which software would be best for his business and which one offered the best value. In his confusion, he tried reaching out to people in his neighborhood and his contacts who used FSM software, but unfortunately, this didn't provide much clarity either.

G2 Review: The turning point



Then, he discovered the [G2 review platform](#), which provided honest reviews of software products. This was his last hope, so he dove into the G2 platform with optimism. To his surprise, he found Zuper, a software with zero negative reviews. Impressed, he decided to visit Zuper's official website, which is how he landed on the Zuper page. He's grateful for finding such an amazing product.

What made him choose Zuper was its customization ability, flexible features, and additional capabilities like proposals, and accurate fuel and job cost calculations. He was particularly excited to discover how Zuper's industry-leading mobile app can function offline. G2 Review helped him realize that Zuper field service management was the best option on the market, promising increased time saved through automation and decreased fuel costs.



The G2 Review helped him realize that Zuper's field service management was the top choice in the market. It promised to increase time saved through automation and decrease fuel costs.





Challenges

Let us tell you the challenges our contractor faced in detail so that you know you are not alone in your struggle. Our contractor's biggest challenge was inefficient scheduling. Each week, the contractor spends hours manually scheduling jobs for their crew. They try to consider factors like crew availability, travel time between locations, and job complexity, but it is a daunting task. Despite their efforts, the contractor often finds themselves double-booking jobs or sending their crew to the wrong location, leading to delays and inefficient use of resources.

Adding to the contractor's woes is poor communication and inaccurate fuel cost tracking. Communication breakdowns started occurring between their office staff, crew members, and clients. This often results in missed appointments, incorrect job information, and frustrated customers. Without accurate data, the contractor struggled to identify areas for improvement or optimize routes to reduce fuel consumption. This not only impacted their bottom line but also hindered their ability to make informed decisions about their business. Behind the scenes, the contractor faced a host of challenges that threatened to disrupt their business.

— Inefficient scheduling

Manually scheduling jobs can be time-consuming and error-prone. It can be difficult to consider factors like crew availability, travel time between locations, and job complexity when creating schedules. This can lead to double-booking, delays, and inefficient use of resources.

— Poor communication

Communication breakdowns can occur between the office staff, crew members, and customers. This can lead to missed appointments, incorrect job information, and frustrated customers.

— Inaccurate fuel cost tracking

Manually tracking fuel costs can be difficult and time-consuming. Without accurate data, it's impossible to identify areas for improvement or optimize routes to reduce fuel consumption.

— Paperwork overload

Landscaping businesses often generate a lot of paperwork, including quotes, invoices, and work orders. Managing this paperwork manually can be inefficient and prone to errors.



Solution

The contractor's journey with Zuper field service management software has been nothing short of transformative for their business operations. With Zuper, the contractor has been able to elevate their focus on delivering top-notch service to their clients, thanks to the software's automated scheduling feature.

Zuper's automated scheduling has made it a breeze for the contractor to dispatch their crew effectively and efficiently. They can even set tasks to recur, ensuring that no job is overlooked. This feature has significantly reduced the risk of double-booking, and with the geo-location feature, the contractor can assign tasks to the nearest available crew in case of emergencies, ensuring swift response times.

Moreover, Zuper has helped the contractor achieve remarkable savings in fuel costs through its mileage calculation and optimization features. They can now optimize their fleet transportation, choosing the best routes that consider factors like U-turns, traffic, diversions, and construction, further reducing fuel consumption and travel time.

The addition of the Zuper mobile app has been a game-changer for the contractor and their crew. The app allows for real-time communication, enabling them to send messages, photos, and videos instantly. This functionality is particularly beneficial for landscaping operations, as the contractor and their team can now easily capture before and after videos of their work and attach them to job records, showcasing their expertise and enhancing customer satisfaction.

✓ Automated scheduling

FSM software can optimize schedules based on crew availability, location, and job complexity. This can help reduce scheduling conflicts, improve efficiency, and ensure timely completion of jobs.

✓ Improved communication

FSM software can provide a central platform for communication between the office staff, crew members, and customers. This can help improve transparency, reduce errors, and keep everyone informed.

✓ Fuel management tools

FSM software can track fuel consumption data, allowing contractors to identify areas for improvement and optimize routes to reduce fuel costs.

✓ Paperless operations




FSM software can eliminate the need for paper-based forms by providing electronic quotes, invoices, and work orders. This can save time, improve accuracy, and streamline back-office operations.





Results

The challenges faced by landscape contractors in scheduling and fleet management are daunting but not insurmountable. The contractor's success story with Zuper serves as a beacon of hope for others struggling with similar challenges. With Zuper, contractors can break free from the daily nightmares of scheduling and fleet management, ultimately delivering top-notch service to their clients while achieving remarkable savings in fuel costs and operational efficiency.

 Field Managers	 Technicians	 Contractors
<ul style="list-style-type: none">• No more double-booking. Automate scheduling and dispatching process• See technician progress, location, and traffic conditions in real-time• Adjust the route and reschedule jobs easily• Make informed decisions on the fly with a mobile app• Process payroll accurately with precise time tracking and accurate mileage calculations	<ul style="list-style-type: none">• Complete more jobs in a day• Get job details, updates, and directions delivered to your mobile device• Punch in and punch out and make attendance on the go with the mobile app• Auto-generate invoices on the field with a ready-to-use template• Capture the signature of the customer electronically	<ul style="list-style-type: none">• Boost customer satisfaction with efficient scheduling and routing• Maximize your crew productivity with timesheet management• Maintain clear and transparent service-level agreements• Automate the billing process based on contract terms• Set up automated alerts to notify renewal deadline



Tackle your crew's inefficiencies
and rising fuel costs head-on with Zuper.

Empower your team with the tools
and support they need to perform at their best.

[Book a free demo](#)