

# Service Department Automation ROI in less than 6 months?

How service businesses are achieving  
this quick payback and how you can too.



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## *See How It's Done*

You don't have to buy a large, complex software package to get the benefits of automation. An automated software solution tailored to your needs is less costly than you think and can deliver a quick return on your investment (ROI).

Even factoring in the cost of the software, any on-going maintenance costs and staff training time, an ROI of less than six months is very common. After that, it's all money in your pocket.

### THE PAYBACK

Seeing how a typical service company has streamlined their operation and the associated areas of cost-savings and returns can help you pinpoint how your company could benefit from a similar solution. Let's take a look at our case study company to see how they achieved an ROI in an impressive 3.6 months.

*Company A*, a small but growing service business has 3 office personnel and 3 technicians in the field. Before they automated with Miracle Service they were completing an average of 4 service calls per day per technician, at \$90/hr. revenue per call.

Look, even small changes and time savings from improving your dispatcher and technician productivity add up in a very big way:

*Want to see how these numbers would look for your company? Contact us and we'll create a personalized 'ROI Savings Analysis' for your review.*

Improved Dispatcher Productivity .....	\$10
Reduction in Service Reschedules .....	\$27
Automated Contract Renewals .....	\$5
Increased Technician Productivity .....	\$22
Improved Service Billing Assurance .....	\$11
Reduction in Double Entry .....	\$10
Increased Efficiency through Mobile Communications .....	\$25

**TOTAL DAILY SAVINGS .....** **\$109**

**TOTAL MONTHLY SAVINGS .....** **\$2,175**

**R.O.I. = 3.6 Months**

*See exactly how these savings are created and where the numbers come from...*

- **Improved Dispatcher Productivity:**

Because service call takers now had up-to-date customer, contract and service information at their fingertips, this decreased call-taking times & costs, and improved the efficiency of their technician scheduling. And since all the information was now centralized in one system, duplicated entries in disparate systems were eliminated.

**The Savings:** Saved 2 minutes per work order = \$10 per day savings.  
(2 min. x 12 work orders = 24 minutes saved per day).

Ten dollars per day? At first glance, this doesn't seem like a lot, but recall how small savings like these together added-up to thousands of dollars every month.

- **Reduction in Service Reschedules:**

Lack of the right part was a major reason for rescheduling a service call. By automated inventory and parts management they eliminated this issue in two ways: 1) by monitoring vehicle stock kits and helping make necessary readjustments; and 2) by providing analyses on rescheduling trends and parts usage that enabled the company to be proactive.

**The Savings:** 10% reduction in rescheduled calls = \$27 per day savings.  
(30 min. average per reschedule call x 1.2 less work orders)

- **Automated Contract Renewals:**

When it was time for contract renewals and recurring billing in the past, too often they found they were wasting valuable time rifling through filing cabinets, Excel spreadsheets and their accounting software for the information they needed. Today, renewals, updates, cancellations and monthly billings are now properly maintained and generated. This automatic organization process eliminated lost revenues and saved valuable time.

**The Savings:** Saved 3 minutes per contract renewal + 90 minutes per monthly billing cycle = \$5 per day savings.

- **Increased Technician Productivity:**

What's a particular technician's first-time fix rate? What's the parts usage by technician? They now have the answers at their fingertips with the click of a button. By being able to identify performance differences between staff they were able to determine best practices and improve productivity. And by automating their preventative maintenance tracking they were further able to increase efficiency.

**The Savings:** 4% increase in productivity = \$22 per day savings, plus increase in additional service calls per day.



*Automation is much easier than many companies realize and the productivity gains are huge.*

*With Miracle Service  
you may see savings  
of up to \$700 per  
month per technician.*

- **Improved Service Billing Assurance:**

Their old manual invoice process was more prone to errors leading to slower payments and even missed invoices. Let's face it, paper forms can get lost and it's easy to overlook an invoice, especially if the job is small. Now, their automated system ensures that they are able to get the revenue for all their work and ensures billing accuracy.

**The Savings:** 1% increase in billable calls recovered with better tracking  
= \$11 per day increase in billable revenue.  
(\$90/hr. revenue per call x 4 calls/day x 4 technicians)

- **Reduction in Double Entry:**

By eliminating the need to update multiple systems they were able to reduce repetitive functions and increase productivity. Today, they can enter information once and integrate that information between the sales department, service department, parts department, contract administrators, and finance group. Invoices as well as purchase orders are sent from Miracle Service directly to their accounting program.

**The Savings:** Saved 2 minutes per work order invoice = \$10 per day savings.

- **Increased Efficiency through Mobile Communications:**

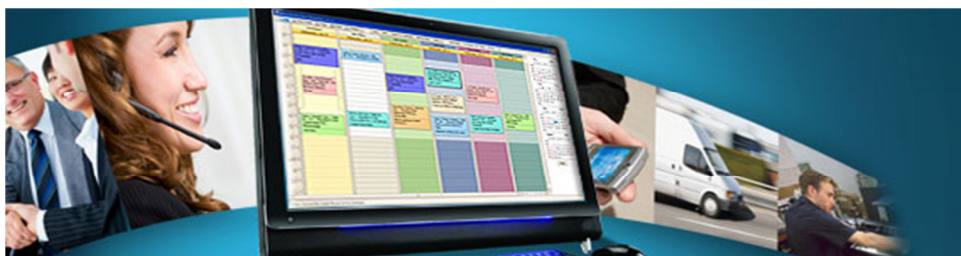
To keep in touch, some of their technicians already had laptops in the field, and other had wireless PDA's. However, they were not using them efficiently and were instead relying on email and phone calls to communicate and send updates. Nowadays, their technicians can view their open jobs and customer service history, complete job details in real-time, order parts and materials all from the field no matter where they are. No more errors on written forms, manually re-entering information or waiting to get up-to-date job status. Management can keep track of the field activity based on the real-time updates from the wireless devices.

**The Savings:** Saved 5 minutes per work order = \$25 per day savings.  
(5 min. x 12 work orders = 60 minutes saved per day).

## THE BOTTOM LINE

Automation is much easier than many companies realize and the productivity gains are huge. Can you afford not to automate? Let's face it, service operations can't be run the way they were yesterday and today most mid and large-sized service businesses utilize a service management system, helping them to optimize efficiency and to win new customers and keep existing ones.

Implementing a service management software solution doesn't have to be complicated. Many companies are up and running and using the system within a couple of weeks. The key is a system that is flexible, allowing you to add on functionality as you need it, to grow the software as your business grows. And by using service management software that integrates with your existing accounting system, you eliminate the extra cost and learning curve involved in taking on a new accounting program. The switch to automation will be that much faster and easier and you'll be on your way to a quick ROI and those extra profits.



### THE MIRACLE SERVICE ADVANTAGE

When is the best time to implement Miracle Service? The best time would have been yesterday or last month even, because then you would be getting the savings from it right now.

Once you implement you're up and running in a short period of time. Within a few months you could have the system paid off. Then after that you could be saving money each month.

Give us a call today and we'll create an *ROI Savings Analysis* personalized for your company so you can see first-hand what savings you can expect by automating with Miracle Service.

To learn more about this comprehensive service management solution, and to see why we're the #1 choice of thousands of service providers, contact us today at [www.MiracleService.com](http://www.MiracleService.com) or toll-free at **1.866.463.9368**.

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**Note:** The Savings presented in this analysis is an estimate based on one company's experience. This should not be considered any commitment of guarantee of savings as real business events can have a significant impact on this analysis.