



iFleet
for Smart Service

What kind of ROI can you expect with iFleet?

For most service organizations, the decision to adopt a software package is a major one. Before you make so gargantuan a move, you want an assurance that your company is getting its money's worth. With that in mind, let's take a quick look at some of the ways iFleet saves you money.

Right away, iFleet all but eliminates your paper costs, replacing your work orders with digital forms and substituting comprehensive, networked service histories for your filing cabinets. How much is this



reduction worth? The average American worker burns through roughly 10,000 sheets of paper a year, each of which bears a cost of about \$0.03 in materials and equipment¹. That means each of your workers incurs \$300 in printing expenses a year.

Obviously, if you're printing this many forms, you need a place to put them. Even if we assume half of the papers a worker uses are ultimately given to a customer, each of your employees still creates 5,000 forms a year that need a home. That's about enough to fill up one drawer of a standard four-drawer filing cabinet. These cabinets can cost as little as \$150², meaning each drawer runs \$37.50.

Altogether, this brings the total yearly paper cost associated with each of your employees to \$337.50. And we haven't even mentioned the time your workers lose laboring under an outdated, paper-intensive workflow! The costs of working with

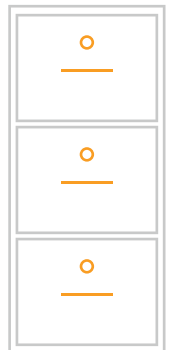
paper pale in comparison to the costs of paying people to work with paper. Let's consider a few of the time expenditures iFleet will eliminate.

iFleet lets techs clock in at home, download their work orders, and head straight to their first job. This lets them spend less time fighting traffic and putzing around the office in the morning. Conservatively, we'll say this saves 10 minutes a day.

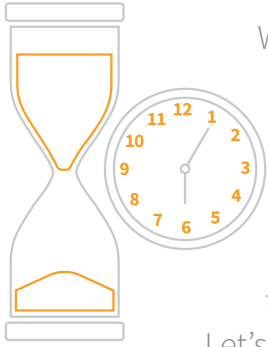
The Smart Service scheduler can be used to generate optimized service routes for each technician. Most businesses are already using GPS, so we'll play it safe and guess that Smart Service/iFleet saves only 5 minutes a day here.

Nothing is quite as frustrating as showing up to a job, only to discover you don't have the right parts and tools to get it done. With iFleet, you can view equipment information and service histories to make sure you're prepared for the task at hand. If you can cut out one trip back to the office or hardware store, that's at least 30 minutes back in your pocket.

If you need to reference a customer's service history, that usually means you have to call back to the office to have the staff there dive through some filing cabinets. If these conversations set your progress back 10 minutes a day, that's 10 minutes iFleet's customer service histories could save.



After a job is done, the paperwork begins. Call up a form, and iFleet will automatically populate a good chunk of your customer's contact data. If this saves five minutes a form, and a tech fills out even three forms a day, that's an easy 15 minutes back in the bank.



With iFleet, completed paperwork can be filed and synced back to the office from the field. This lets the office start billing for completed jobs right away, and it also saves your techs from filing the paperwork themselves.

Let's ignore the fact that technicians would normally have to return to the office to hand deliver work orders, the simple fact that they don't have to mess with data entry or physically filing forms will easily save them each a good 10 minutes of time daily.

On the other side of things, office staff no longer need to waste their time hand-entering information from hard-to-read or illegible work orders. Instead, they'll get updated digital paperwork moments after field technicians sync their progress. This will mean some monumental time savings for your administrative team, but we'll keep our math focused on field technicians for this exercise. Clearly legible digital work orders should save techs at least 10 minutes of clarifying their work to secretaries and accountants every day.

If you have an emergency work order that needs dispatched, iFleet can do it instantly. If this lets your company save a confusing phone call or hurried trip back to the office, that's at least another 15 minutes freed up.

Add everything up, and you're looking at 105 minutes³ of time saved a day—per technician! If your tech makes \$20 an hour, that's \$35.00⁴ worth of payroll a day that can be reallocated from tedious administration to on-site, revenue-generating job production. \$35.00 a day works out to \$175.00 a week,

\$729.17 a month, or \$8,750 a year⁵ (\$9,087.50 once you factor in the paper costs saved)! Remember, that figure is *per technician*!

Don't think that number is realistic? If anything, we've tried to remain conservative with our estimates. A recent study claims that mobile apps like iFleet save small business workers an average of 11.3 hours a week⁶. Meanwhile, our calculations state only that iFleet will save your workers 8.75 hours a week. So, really, we played it safe!



Still not convinced? Don't worry, you don't have to settle for our word. See iFleet in action for yourself. Request a free demonstration today!

Let's make sense of the numbers.
Contact us at [1-888-518-0818](tel:1-888-518-0818) or
sales@smartservice.com for
a FREE demonstration.

1. Source: **informIT**.
http://www.eco-efficiency.com/downloads/InformIT_Cost_of_Managing_Paper.pdf
2. Source: **Google Shopping**.
<https://www.google.com/search?hl=en&output=search&tbn=shop&q=4+drawer+file+cabinet>
3. To review: 10 minutes (commute) + 5 minutes (optimized routing) + 30 minutes (job prep) + 10 minutes (service histories) + 15 minutes (forms) + 10 minutes (filing) + 10 minutes (legibility) + 15 minutes (dispatching) = 105 minutes total.
4. 105 minutes = 1.75 hours. 1.75 hours * \$20/hour = \$35.00.
5. \$35.00 of wasted time a work day * 5 work days a week = \$175.00 of wasted time a week. There are approximately 250 work days in a year. \$35.00 wasted a day * 250 days = \$8,750.00 wasted in a year. Divide that figure by 12 and you have \$729.17 wasted in a month.
6. Source: **Small Business & Entrepreneurship Council**.
<http://www.sbecouncil.org/uploads/Mobile%20APP%20Final%20Report%20SBE%20Council.pdf>



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