

FAZTRACK CASE STUDY



Republic West Remodeling, Inc.

For Republic West Remodeling, the FazTrack EIM solution stream lines CRM, Pre-Sale Estimates, Order Entry process, Purchase Order process, Change Order Process, Contract Management, Profit & Loss Tracking, Accounts Receivable Management, Smart Calendar and numerous Management Reports.

Solution:

1. Lead / CRM / Sales
2. Order Entry
3. Contract Management
4. Profit & Loss Tracking
5. Project Management
6. Purchase Order Management
7. Smart Calendar
8. AR Management
9. Automated Dynamic Reports

Product:

FazTrack Suite 1.0 Foundation

No. of Users: 40

Results:

- EIM speeds sales processing by providing faster order entry and contract management
- EIM increases efficiency at every level of the Purchase Order
- EIM double entry reduction
- EIM Spinner to tail project management process
- EIM eliminates human entry errors
- EIM automated dynamic reports

Background:

Republic West Remodeling, Inc. (RWR) completed more than 30,000 home remodeling projects in Arizona since 1995 -- countless kitchen, bath, room remodels and room additions that add value and function to everyday living spaces... window and door replacements that improve aesthetics and energy efficiency... cabinet refacing jobs that bring new vitality to outdated cabinets... and more. Relying on the high-quality performance of its team to support their large operation, RWR sought a solution from FazTrack Technology, LLC to make their CRM, order entry, contract management and operational calendars more efficient, accurate and effective.

Key Issues:

- 1) RWR relied heavily on manual excel and papers to run their business process. Keeping up with 100s of line items of multiple simultaneous remodeling projects along with paper trails were proving to be a challenge. This manual processes resulted in customer and employee dissatisfaction. Accounts receivable team found errors and missed revenue due to mismanagement of change order process which contributed to significant on-going financial loss.
- 2) RWR relied on Excel and Papers to process contracts and operation, manual process.
- 3) RWR relied on traditional means of maintain their projects, manual process.
- 4) RWR needed a collaboration platform that would provide up to date information sales / pricing / logistics / accounting / management
- 5) RWR lacked real-time up-to-date reports that warned and indicated various aspects of the ongoing projects

Republic West chose FazTrack's EIM platform to rapidly deploy a set of solutions across multiple departments. The solution they needed had to be flexible and able to scale across the enterprise. FazTrack EIM flexibility and agile environment proved to be a key differentiator.

Solution:

FazTrack EIM solution's single screen CRM / Estimate / Order entry with minimum key strokes, proved to be a big contributor to cost and time saving along with zero-mistake process. The ability to view customer just in time contract status further enables the sales person to shorten the closing process as well as up sell. Republic West now enjoys improved customer and employee satisfaction.

FazTrack itemized project management system that works through a defined workflow, eliminating the lengthy wait times for contract management and other manual processes. This has increased efficiency and brings greater visibility to project status at the end of each day.

FazTrack flexible custom integration with the company's existing high quality operational standard gave Republic West employees the ability to pull project related information directly into FT system with a single click. This has made the operational tasks / invoicing process faster with up-to-date information in real-time.

Enhancing Relationships:

Republic West managers have realized greater employees' satisfaction as the EIM solution has increased their productivity. The adoption of technology with minimal training has contributed to the cultural integration and participation.

FazTrack micro level approach to Republic West business processes on an ongoing basis provides them with an agile and responsive partner on technical and functional issues.

Conclusion:

- FazTrack System speeds sales appointments by easy-to-use personnel based calendar system
- FazTrack System increases accuracy and faster roll out of estimates and contract document
- FazTrack System meticulously monitors line-by-line project deployment process
- Seamless integration with multiple departments gives managers a complete set of information
- Decreased manual entry errors
- Team collaboration between sales, accounts receivable and logistics department with up to date information on contracts / change orders / payments and logistics
- FazTrack Smart Calendar monitors arrival of materials and warns for any anomalies for future installations

For more information on how FazTrack can help you streamline your business processes contact:
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