

InterTech Went from “paper mill to nearly paperless,” and Reclaimed 5,000 hours of downtime

“If just 25% of those reclaimed hours bill out at \$100/hour, that’s \$125,000 in revenue.”

COMPANY PROFILE

Headquartered in Phoenix, AZ, InterTech has had great success and a long 17 year history of providing reliable, high quality management and support of technology infrastructures consisting of LAN/WAN networks for many types of businesses. InterTech provides network, desktop support, help desk, hardware maintenance, product procurement, cabling and telecommunications services for businesses. InterTech specializes in onsite computer repair and computer consulting in Arizona, Nevada, Utah and throughout the country.

BUSINESS CHALLENGES

Jared Mills, Director of Service Operations with InterTech, manages 24 employees in three territories. He says, “Previously, our company was a ‘paper mill’ that operated on the principle of ‘out of sight, out of mind.’ In addition, our manual billing processes took forever.”

“Autotask now serves as our central repository for all our information and billing.”

Typically, when InterTech opened a service order, it would be printed, and then handed to a technician to handle. Once the hand-off happened, management at InterTech had no idea where that service order stood in the continuum from opening the service order to completing the work and turning it into an invoice. The service order was literally out of sight, so it was out of mind, and frequently it was also out of the bill.

Billing was a manual nightmare that required each tech to schedule four hours per week to handle the associated paperwork. In a perverse twist, the busier techs became, the more downtime they would need to get through their paperwork. In addition, the typical time from completing a service ticket to generating an invoice was typically a week, and sometimes as much as two weeks. Further, if any customer issues arose, the result would be a glut of internal emails until the problem was resolved. Managed services information got “lost in the mix.” As a system, it was anti efficiency.

“We were already using Windows mobile phones,” Mills says, “but internal processes and workflow were not tied into those phones. Techs always had to come into the office to pick up new work orders and to do their paperwork.”

BEFORE AUTOTASK

- ✗ Approximate service ticket completion time was 7-14 days
- ✗ Techs have to make office visits to pick up new work orders and do paperwork
- ✗ Many orders left off the final bill

AFTER AUTOTASK

- ✓ Service tickets completed in one day
- ✓ Work is assigned to techs while in the field using LiveMobile
- ✓ One fluid procedure makes billing and other processes a breeze

“There are no longer different processes for different departments.”

THE AUTOTASK/INGRAM SEISMIC SOLUTIONS

The result of adopting Autotask and the Autotask add-on LiveMobile, has been a cultural transformation within InterTech. Now, through their mobile phones, techs can be assigned work orders while they are still in the field. They can complete the work, fill in their notes on the work that was done and the time that it took through their mobile phones, and everyone concerned can be updated on the fly.

The email glut has vanished. Issues are handled through Autotask account notes. Mills says, “Contacts for a particular account are pre-established, so you just send an email, and the right people get it. As a result, the amount of effort to close and resolve an issue has been minimized.”

Autotask now serves as a central repository for information and billing for InterTech. The company is now centered on a single consistent process for agreements and billing. No longer are there different processes for different departments. Autotask allows InterTech to receive notifications, dispatch techs, be constantly updated on the status of service orders, and bring the customers “into the envelope,” all while the technicians are in the field, doing their jobs.

The impact on downtime to do paperwork has been staggering. InterTech’s service group has become nearly a paperless operation. Billing has dropped from a seven-step process to a two-step process. The time from service ticket to invoice has shrunk from 7-14 days to just one day.

IN THEIR OWN WORDS... CLIENT COMMENTS

Jared Mills, Director of Service Operations for InterTech says, **“Autotask has closed the communications gap within our company and eliminated the glut of email. Everyone is on the same page, accessing the same information.”**

“Currently, half the company is using Autotask, and the other half is migrating to it. Although we have had a small amount of difficulty transitioning, **the more we transition, the more benefit we see.”**

“Autotask eliminated four hours of downtime per tech per week. Multiplied by 24 techs, if just 25% of those reclaimed hours bill out at \$100/hour, that’s \$125,00 in revenue!”

AUTOTASK OVERVIEW

Autotask is the #1 business management software for all types of IT service providers and consultants.

Web-based, available on demand.

Autotask combines

- Service desk
- Project Management
- Dispatching
- CRM
- Time-tracking
- Billing
- Reporting

BENEFITS OVERVIEW

- Manage resources, people and projects more efficiently
- Capture more billable time and increase profits
- View profitability instantly at any time
- Boost customer satisfaction and retention
- Slash waste, confusion and firefighting

**REQUEST YOUR DEMO
AND FREE TRIAL
TODAY!**

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