



Xora helped Roto-Rooter implement a cost-effective location-based solution that provides the robust functionality required to manage its team of field-based plumbers

Roto-Rooter recognized estimated annual savings of \$640,000 in credit card transaction fees & paper form processing

Business Challenge

Roto-Rooter is the nation's largest plumbing company, employing more than 1,800 field service technicians. The growing company recognized the inefficiency of its job dispatching and management processes and sought a solution.

The company wanted to improve the productivity of its workforce as well as provide more responsive customer service. In particular, Roto-Rooter needed to streamline dispatch operations in order to reduce customer wait-time and expedite job assignments.

Roto-Rooter was seeking a cost-effective solution that would provide the robust functionality required to manage its dynamic, rapid-response business.

etrace Solution

With etrace, Roto-Rooter has:

- GPS-enabled, automatic time-tracking process which captures the location, date and time when a worker starts and ends a shift
- Automated job close-out using etrace SmartTalk™ voice menus referencing Roto-Rooter pricing database and business rules to create invoices
- POS capabilities to accept payment from customers
- Location-aware timesheets
- Interactive data collection driven by SmartTalk™ voice menus
- Worker and fleet summary reports

Results

Since deploying etrace, Roto-Rooter has been able to reduce their number of call centers from 60 to 3.

More efficient job processing has resulted in a reduction in job close-out times from 20 minutes to 90 seconds. They have also seen a savings of an estimated \$500,000 annually in credit card transaction fees, and an annual savings of \$140,000 due to the elimination of paper forms.

"etrace® is a necessity for any business."

Steve Poppe, CIO, Roto-Rooter

Learn More

Call 877-GPS-XORA (877-477-9672) to speak with a Xora sales representative.