

Revolutionizing Operations: How Results Became a Game-Changer for Efficiency

PROBLEM

Circle T Construction, a residential and commercial construction services and property management company, needed a way to optimize its operations. Previously, they relied on inefficient spreadsheets to track billing, materials, machine usage, and a different hourly rate of over 300 machines. The many spreadsheets, coupled with using QuickBooks Time and QuickBooks Online, resulted in excessive time spent on administrative tasks. Team communication was fragmented, with managers resorting to multiple calls and texts to coordinate with team members.

WHY RESULTS?

After an exhaustive search for a CRM that could meet their diverse needs, Circle T Construction was astounded to find Results. During the demo, they quickly realized that many other solutions required businesses to adapt their operations to the software but Results was different. Results was flexible and customizable enough to adapt to the users' existing processes. Circle T Construction was pleased to see Results effectively address its project management and service ticket scheduling needs. The company felt confident that they could track everything from start to finish seamlessly within Results.

SOLUTION

By implementing Results, Circle T Construction consolidated its operations into one comprehensive system. The software was configured to their specific needs, enabling them to track machine usage, manage inventory, schedule jobs efficiently, and centralize communication. The transition from spreadsheets and QuickBooks Time to Results streamlined their processes, significantly reducing administrative burdens and improving overall efficiency.

AT A GLANCE

Results Solution

Field Service Management

Industry

Construction & Property Management

Number of Users

22

Integrated Apps:

- QuickBooks Online

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When you're running a small business, things move very fast and you need answers to questions right away. I'm beyond impressed with the Results team; they always answers all our questions and go out of their way to ensure we are comfortable using the product. Results continues to blow me away with their excellent customer service.



JENNIFER COOK

BENEFITS

Simplified Product Management with Pictures

Results simplified Circle T Construction's inventory management and job costing processes. During setup, office managers uploaded pictures of each company product into Results to ensure the right product is used in the field for the right job. Product pictures aid in removing language barriers for the team and provide the office with accurate data for job costing.

Reliable Customer Service

Circle T Construction's fast-paced environment demands quick solutions, and Results' service keeps up, providing the necessary information and support. The company is constantly impressed by the responsiveness and over-the-top customer service provided by the Results team. Users are confident they will receive prompt answers to their questions and the training they need to be successful.

Accurate Inventory Management

The inventory management capabilities of Results Software have been transformative. The shop manager uploads pictures of each product, ensuring technicians use the correct items. This feature streamlines inventory tracking, reduces errors, and enhances job costing accuracy.

Streamlined Communication with Field Techs

The Field Service Management (FSM) module centralizes all necessary information for technicians, including pictures, instructions, drawings, permits, and more. This module has eliminated the need for numerous phone calls and texts, therefore reducing miscommunications and improving job efficiency. Centralizing all job information ensures technicians are well-prepared and can complete jobs more effectively.



MOST VALUABLE RESULTS FEATURE

WORK ORDER MANAGEMENT

Circle T Construction uses Results to schedule work orders and tickets for their team. The office can attach everything the field techs need to complete the job including notes, diagrams, checklists, and pictures.