



## Electrical Contractor Discovery Guide

*For Reseller Channel Partners | Custom Manufacturing & Job Shop Production*

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### Purpose

To help you guide an authentic conversation with an electrical contractor owner, General Manager (GM), or Project Manager (PM). The goal is to help them describe, in their own words, what disorganization, paperwork, and disconnected systems are costing their business: time, money, crew morale, customer reviews, and their ability to win and defend the work they have already priced. People are more likely to consider making changes when they hear themselves say the problem out loud.

### How To Use This Guide

Each section covers a pain point we frequently see in electrical contracting (EC) businesses, from a five-truck residential or commercial service operation to a crew running data center buildouts. For every section, you will find three parts: **The Setup** describes what these pain points look like day-to-day in an EC's jobs. **Discovery Questions** are open-ended questions you can choose to ask the owner or PM. And **Why This Matters** is a short, honest bridge to how Results can help.

### A Note On Tone

Be curious, not diagnostic. Electrical contractors are busy, technically sharp, and have likely been burned by a software pitch before. You are not telling them their business processes are broken. Instead, you are giving them room to notice it themselves. If a question does not apply to them (a five-person residential shop will not relate to guaranteed maximum price (GMP) contracts, for example), skip it and move to what does. Let them do most of the talking.

## 1. The Paperwork and Field-to-Office Gap

### The Setup

Crews record job notes, material usage, and time by hand or from memory in the field. That information has to physically make it back to the office before anyone can enter it into QuickBooks or whatever system runs the back office. During a busy stretch, that backlog piles up fast, and something eventually gets missed, miscounted, or billed late.

## Discovery Questions

- Walk me through what happens after a crew finishes a day on site, from the truck pulling away to that information actually showing up in your system.
- How many times does the same piece of information, like materials used, labor hours, customer details, etc., get written or typed by more than one person?
- Who is responsible for re-entering field notes and this other information, and how much of their week does it take?
- Has a job or billing cycle ever stalled because paperwork sat in a truck, on a clipboard, or in somebody's inbox?
- If I asked a foreman and your office manager the same question about how this process works, would I get the same answer from both?

## Why This Matters

Results facilitates instant visibility by having crews enter notes, before/during/after photos, material usage, time, and signatures ONCE from the field using the Results Mobile app. The office sees it immediately. No re-typing, no waiting for a truck to get back to the yard, and no pile of job information sitting on someone's desk. Enter it once. Everyone sees.

## 2. The Change Order Standoff

### The Setup

Change orders arise constantly due to site conditions, general contractor-requested extras, other trades' mistakes, and similar issues. A GC might dispute the pricing, sometimes shopping it to a competing sub to "check" it. Meanwhile, the contractor tracks a dozen open change orders across several crews using a paper pad and an informal "no signature, no work" rule that only works if everyone follows it.

## Discovery Questions

- When a change comes up mid-job, what has to happen before your crew can start the extra work?
- How do you currently prove to a GC that a change order's pricing and hours are legitimate once they start pushing back?
- Has a GC ever disputed a change order, or asked to check your numbers against someone else's pricing?
- How many change orders are open on an average active job right now? Could you tell me the status of each one without checking with the crew?
- If a change order went unsigned and the work still happened anyway, how would you even find out?

## Why This Matters

A change order can be created, priced, and routed for approval in Results before any work begins, and the approval itself becomes part of the permanent job record. Each change order includes its own proof: notes, time-stamped photos, and the site conditions that justified the labor and materials, all attached to that specific change order. When a GC pushes back, whoever answers the phone can pull up exactly what happened, when, and why it costs what it costs.

## 3. Long-Lead Equipment and a Schedule That Won't Hold Still

### The Setup

Switchgear, generators, transformers, and other long-lead items increasingly dictate the schedule for very large projects, more than crew availability does. Many ECs track this in a personal spreadsheet with ship dates, order numbers, open quotes, etc., and it is not unheard of for a piece of equipment to never be ordered. Even worse, these errors are sometimes discovered months later, when it is already too late.

### Discovery Questions

- How do you currently track the equipment on order for an active job? Things like ship dates, order numbers, and what is still outstanding?
- Has a piece of equipment ever turned out to have never been ordered, or ordered later than it should have been?
- When a delivery date slips, how much work does it take to figure out everything else on the schedule that has to move because of it?
- If a switchgear or generator order moved six weeks, would your crews know today, or would they find out the morning they show up with nothing to install?

## Why This Matters

Long-lead equipment is built into the Results project as a real, trackable dependency, directly tied to the tasks that depend on it. A slipped delivery date does not require rebuilding your schedule by hand. In Results, **you move one date, and every dependent crew, task, and milestone moves with it**, automatically. Nothing falls through the cracks.

## 4. The Bid That Has to Survive Contact with the Job

### The Setup

Larger commercial, design-build, and data center work goes through formal Request for Proposal, Request for Quotation, or Invitation To Bid processes with detailed, complex estimating requirements. Too often, the numbers and detail that won the job live in one tool, while the actual execution happens elsewhere. On a

GMP or fixed-price contract, the stakes are higher because the contractor absorbs any gap between what was bid and what it actually costs.

### Discovery Questions

- Walk me through what happens between winning a big bid and having a usable, assignable project. How much of the original estimate makes it into the actual project plan build?
- On a fixed-price or GMP job, how do you know today whether you are on track to make money, or do you find out at the end?
- How do you currently track labor and material costs against what you bid while the job is still running?
- Has a job ever come in over budget? And if so, how early did you know it was happening?

### Why This Matters

In Results, **the estimate becomes the project's foundation**. Every line item from the winning bid carries directly into execution, rather than being rebuilt or reinterpreted by whoever picks up the job. Because **labor and cost post to each job in real time**, a PM can see margin erosion the week it starts, not the month it is already baked into a GMP number you are on the hook for.

## 5. Compliance, Permits, and Rules That Keep Moving

### The Setup

Prevailing wage requirements, code cycles, data center Tier and NFPA 70E standards, and permits are all moving targets. A crew working from what they remember from a toolbox talk or a printout from three revisions ago is one mistake away from a failed inspection or a compliance gap.

### Discovery Questions

- When a code cycle, prevailing wage requirement, or compliance standard changes, how does that update reach every crew working under it?
- Do your foremen have easy access to the current permits, specs, and engineering documents for a job, or are they working off whatever they printed out weeks ago?
- Has a compliance or documentation gap ever cost you time, money, or trust with a GC or an inspector?
- If an inspector or a commissioning agent asked you to prove a specific step was done correctly, how long would it take to produce that proof?

## Why This Matters

Permits, specs, one-line diagrams, and site-specific requirements attach directly to the job and travel with it into the field via the Results Field Service Mobile app. This means **the people on the ground automatically receive the current, correct version**. And because processes are no-code configurable, when a rule changes, you update it once, and every crew immediately works from the new version, not whatever they remember.

## 6. Growth That Outpaces Your Systems

### The Setup

Growth often gets absorbed by adding people rather than by streamlining operations with better systems. They will just hire another coordinator, another PM, or another person whose real job is keeping information in sync. And as bigger jobs, including data center work, come into reach, bonding capacity and backlog become real constraints if the underlying numbers are not clean and current.

### Discovery Questions

- As you have grown, has your headcount grown faster in the field, or in the office staff needed just to coordinate and track information?
- If you doubled your job volume next year without changing how you operate, what would break first?
- How confident are you, today, that you could produce accurate, current job cost and backlog information if a bonding company or a lender asked for it tomorrow?
- Is there a size or type of job - a data center project, for example - that you are hesitant to bid because you are not sure your systems could keep up?

## Why This Matters

Results is built to scale with the complexity of the work, not just the size of the company. Because job costing and project status are live rather than reconstructed at month-end, a contractor can produce accurate, current Work-in-Progress data on demand (exactly what a surety or a lender wants to see) without adding another coordinator as the business grows.

## 7. Team Accountability, Retention, and the Owner's Peace of Mind

### The Setup

In a labor market this tight, good people do not have to put up with a bad day at work. They can be recruited away with a phone call. A culture built around chasing paperwork and asking, "Did you turn that in?" wears crews down. Finishing work

only to learn the spec changed and the crew has to rework it frustrates everyone involved. Without a shared, visible system, too many potential failure points can keep everyone from doing great work every day.

## Discovery Questions

- Right now, if you wanted to know the status of every active job, how would you find that out, and how long would it take?
- If you were out for two weeks, how confident are you that jobs would keep moving the way you would want them to?
- What is the actual day-to-day conversation like between you and your crews about work statuses? Does it feel collaborative, or like you are chasing people and information down?
- Have you lost a good tech or foreman recently? Do you know why they left?
- How much of your day goes toward figuring out what is going on, versus actually running or growing the business?

## Why This Matters

Results creates a shared, real-time view of every job so accountability does not depend on memory or a chase. The “did you turn in your paperwork” conversation turns into “finish your notes”. It is the same accountability, but with a lot less friction. And clean handoffs every time mean a tech coming off PTO or a new hire in their first week can pick up exactly where a job stands without a scavenger hunt.

Complex projects with thousands of steps and dozens of people involved flow seamlessly: each person sees what they need to do each day, completes their work, and the next person in the process chain is instantly notified.

In a market where your best people can be recruited away with a phone call, the difference smooth handoffs and easy visibility make really matters.

## 8. Good Fit Signals

Not every electrical contractor is ready to discuss Results today, and that is fine. These signals are a gut check to help you read the room before or during discovery, not a scorecard to fill out.

### Strong signals a prospect is a good fit

- The business runs on a patchwork of paper, spreadsheets, a stretched version of QuickBooks, or maybe a basic scheduling app, rather than one integrated system.
- They handle multi-phase or multi-crew work, not just single-visit service calls: bid-build or design-build construction, prevailing wage jobs, or data center / mission-critical projects.

- They have more than a handful of employees, including field crews and office or PM staff, so information has to travel between people rather than live in one person's head.
- The owner or PM brings up change order disputes, GC payment friction, or difficulty tracking equipment lead times, unprompted.
- They are pursuing or considering larger commercial, industrial, or data center work and are unsure their current systems or back office can support it.
- Growth has meant adding coordinators or PMs rather than better systems.
- Institutional knowledge about how jobs actually run lives mostly in the owner's or a few key people's heads.

### **Signs there may be significant pain points present in the daily operations**

- Change orders are frequently disputed, delayed, or hard to defend with documentation.
- Equipment and material lead times are tracked manually using a personal spreadsheet or disconnected app, separate from whatever runs the actual work and project.
- Crews do not have easy access to current permits, specs, one-line diagrams, or compliance documentation in the field.
- Job costing gets reconstructed after the fact instead of being visible in real time. You might hear the owner say the business “can't fully trust its own reports”.
- Retainage, slow-pay GCs, or long-lead equipment commitments are creating real cash flow strain.
- The business has had to add headcount specifically to coordinate between systems or chase down information.

### **Signals it may be too early**

- A very small operation with one or two crews doing simple, single-visit service work where the complexity this guide surfaces may not exist yet.
- A business already running a well-functioning integrated system they are happy with, not experiencing the pain points above.
- An owner who is not open to documenting or improving internal processes at all. Because Results is highly configurable, it works best for businesses willing to build out workflows, not just swap one off-the-shelf tool for another.

## 9. Closing The Conversation: What Life After Results Can Sound Like

Once an owner or PM has talked through a few of these pain points, it helps to paint a picture of the changes. Based on how existing Results customers describe them, here are a few shifts worth mentioning.

- Opening the system in the morning tells the whole story: what is in play, what is next, who owns it, without walking the yard or calling around.
- A change order dispute gets settled with a photo, signature, and a timestamp, not a memory.
- A slipped equipment delivery date is one changed date, not a rebuilt schedule.
- The estimate that won the bid is the same one the PM is using to run the job, and nothing gets lost in the handoff.
- Anyone on the team can answer a GC's or customer's question when they call.
- Adapting to a new code cycle, prevailing wage rule, or client compliance standard stops being a scramble. Just update the process once, roll it out to everyone.
- Owners stop being the single point of failure for institutional knowledge.
- Every crew has what they need to arrive prepared, instead of guessing.
- Profitability goes up because labor, material, and change-order costs are captured in real time.
- Bonding and growth conversations get easier because the numbers are already there.
- Everyone has a better day.