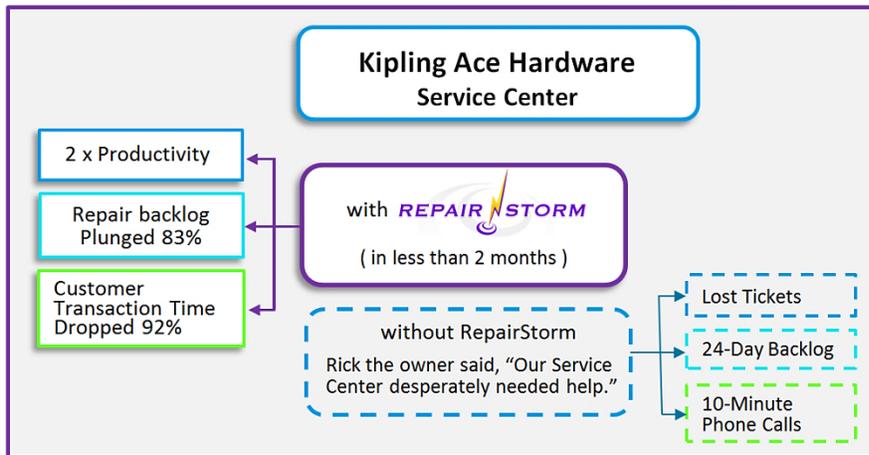




Blasts Time Wasters & Doubles Productivity for Kipling Ace Service Center!

Executive Summary

Kipling Ace Service Center's mountain of disorganized paperwork and 24-day backlog on service orders were frustrating customers and hampering productivity. RepairStorm's best practices approach helped the Ace Service Center team turn things around in less than two months.



- Technician productivity has been doubled
- Service order backlog has been reduced by a whopping 83%
- Average phone transaction time has been slashed by 92%

Meet Kipling Ace Hardware

Rick and Cindy Rudy opened Kipling Ace Hardware in 1991. Their goal has always been to create a small town atmosphere where they can keep in touch with their customers. They describe themselves as a general store, complete with Cindy's Gift Shop, an extensive Rental Shop, and a Service Center specializing in small engine repair, blade sharpening, screen repair and glass cutting services. They pride themselves on providing the highest quality products and highest level of service for their customers.

The Challenge

24-Day Backlog

The Service Center backlog was running 24 days, a situation that frustrated even the most loyal customers. In the words of one of their lead technicians, Cindy, "We didn't know what to work on next. Things were unorganized and confusing. Everything was just scattered around."

Both shop floor space and storage space were limited, so each morning technicians moved the entire backlog of customers' machines from the shop into the parking lot to free up floor space. Each evening, they moved those machines back into the shop for secure overnight storage.

10 Minute Phone Calls

When a customer called to check on an order, Service Center Manager Don lamented that it would take at least 10 minutes to shuffle through 6 different in-boxes with 4-inch thick stacks of orders in each box. "We didn't know if an order was waiting-on-parts or waiting-on-customers, so we had to look through them all." They were taking upwards of 10 to 20 phone calls per day, which equated to 1-3 hours per day spent on the phone by technicians.

Inefficient Ticketing Process

To top things off, techs were not responsible for logging and documenting their own work. Cindy explained, "Don would have to sit there and do all the tickets and we'd have to sit there and tell him what we did." Service Center technicians were spending up to an hour a day on relaying information, instead of servicing equipment."

Owner Rick told us the service center desperately needed help in order to reduce backlog, increase productivity, and improve customer satisfaction.

How RepairStorm Helped:

The RepairStorm team worked with Kipling Ace Hardware associates to integrate best practices facilitated by our software into their Service Center.

➤ **Our cloud-based solution has replaced jumbled stacks of paper.**

**Instant
Information**

Rather than shuffling through stacks of paper to determine what's going on with a piece of equipment, technicians filter through orders with the click of a button. Now, Don smiles when he says, "Being able to check on the statuses instantly is so nice. I can pick up a piece of equipment and know exactly what has been done and what still needs to be done".

**30 Second
Phone Calls**

In addition, instant access to information means that customer phone calls now average only 30 to 45 seconds. According to Don, it makes a big difference. "All anyone in the store has to do is type in order number or name, bring the ticket up, check the status, look for any notes and tell the customer what's going on." Associates are confident and customers are happy with on-the-spot feedback.

➤ **Order logging, tracking, and communications have been streamlined.**

**Streamlined
&
Prioritized
Workflow**

Order information is no longer transmitted from technician to manager to paper. Instead, order tracking is handled by the person doing the work. Cindy appreciates that "the system is fast, it holds you accountable, and everyone gets credit for the work they do." Don likes that he always knows which order should be tackled next and that customers receive automatic order confirmations and receipts instantly via email.

**Increased
Efficiency**

With more time spent servicing orders and less time spent processing paperwork or engaging in lengthy phone calls, efficiency gains are ramping up. Additional time savings have been realized, with fewer and fewer machines being moved from the shop floor to the parking lot and back each day. At Kipling Ace Hardware, RepairStorm helps Service Center technicians to process more orders in less time and keep their backlog in check.

The Results:

In less than 2 months, the Service Center saw substantial results:

- Technicians who were maxed out at 2-3 machines per day are now, on average able to service 5-6 (productivity doubled)
- Repair backlog plunged from 24 days to 4 days (83% reduction)
- Average customer transaction time dropped from 10 minutes per call to 45 seconds or less per call (92% reduction) and customers are delighted.

Kipling Ace Service Center goals are being met as a direct result of using the RepairStorm Ticketing Solution.

For more information or to schedule a live 10-minute demo, email Sales@RepairStorm.com or call (720) 441-2510 today!