

Drain-All Selects KloudGin Field Service Management for More Accurate Invoicing, Improve Cash Flow and Profitability Through Automated Service-to-Cash Process

Seamless Integration between KloudGin and NetSuite enables Drain-All to improve work order invoicing process and achieve operational efficiency across the organization

Drain-All is an integrated Environmental Service Company providing leading edge services for environmental and waste handling problems that encompass multiple business types, all with different workflows. Their services include plumbing, CCTV camera inspection, precision vacuum excavation, industrial services, household hazardous waste, and emergency response services.

QUICK FACTS

-  Gained control and visibility to work order invoice process resulting in **33%** decrease in time to invoice
-  Eliminated pricing errors resulting in **25-33%** reduction in rework of invoices
-  Automation eliminated human error and guarantees capture and recognition of all revenue
-  More efficient scheduling and dispatch led to consolidation of roles with savings of **\$80K** per year
-  Field workers get automated work order assignments and appointments via Mobile App
-  Reduced Finance headcount from 5 to 3 resulting in **\$200K** savings per year



Drain-All Ltd. is an integrated Environmental Services Company providing Industrial, Utilities, Municipal, Institutional, Commercial and Residential customers with **leading edge solutions to a variety of environmental and waste handling problems.**

Drain-All is a leading provider of Plumbing, CCTV Inspection Services, Industrial Services, Precision Excavation, Environmental Services, Household Hazardous Waste, Emergency Response Services, and High-Pressure Water Blasting. The organization operates out of three locations: Liverpool Road (Ottawa, Ontario); Stevenage Road (Ottawa, Ontario) and Napanee, Ontario. The company has approximately \$20M to \$30M in annual revenue and 150 to 160 employees.

SOLUTION SUMMARY

-  Field Service Suite
-  Mobile App
-  NetSuite Integration

Challenge

Drain-All has experienced considerable growth since the company's founding in the early 1980's. To continue that growth, management realized that the systems and processes used to run the business needed to be transformed, modernized, automated and streamlined. Multiple systems were in use for financials and work order management with zero integration.

Drain-All was operating with an old legacy system that acted as both ERP and field service ticketing to manage work orders. It was more of an accounting "Book of Records" than a workflow management application. They suffered from a lack of visibility and control over their work order management and invoicing process.

The existing operating environment was all paper based and used little technology to manage workflows for field service management. It was basically a place to store information, but everything would get printed out and the paper would get passed around the office, from scheduling and dispatch to the people in the field, and back to finance and accounting. With a full-blown paper process, work orders would get lost along the way resulting in failure to generate invoices and lack of payment.

The lack of workflow automation and integration in the work order invoicing process resulted in numerous problems for Drain-All including:

- Human review of work orders as a control mechanism created many errors and repeat work
- Invoices sent to clients were delayed 45-60 days resulting in slower payments
- Delays of up to 45 days for month-end closing and reporting on financial results
- Multiple manual entries of the same data were required in separate systems
- No access to ad-hoc financial reports and business data to aid in decision making

When summing up Drain-All's main challenge, Adam Cantor, CFO stated, "We had lost control over our work order invoicing process. We had no ability to manage it on

”

The churn to turn a work order into an invoice was unmanageable. Sometimes we were not getting paid until 120 days after the job. And in a lot of cases, we were actually missing work orders altogether and not invoicing them.

ADAM CANTOR | CFO

a day-to-day basis, and no way to hold people accountable for actioning their work orders appropriately.”

Solution

Drain-All management knew they had to update their systems and operations, and they began a formal search for both ERP and field management systems. After choosing Oracle NetSuite for their ERP implementation, they evaluated 6-8 field service management solutions including legacy apps, Gartner Magic Quadrant players and Oracle referrals. After extensive evaluation and product demonstrations, they chose KloudGin for their field service management platform. Adam Cantor stated, "We liked the technology. It was clearly built for the mobile – it was not a desktop app that had been migrated to a web app. The architecture was all modern. We liked the way everything integrated within the application.”

Drain-All chose the KloudGin Field Service Management Suite for work order management, scheduling & dispatch, time clocking, dashboards and reporting, and the mobile app. Using KloudGin, Drain-All now manages workflows for all their business units through a single, easy-to-use one-cloud platform.

Seamless integration with their ERP system was crucial to the success of the project, and KloudGin implemented the integration with Oracle NetSuite Integration as promised. KloudGin operates as the system of record for field service management with everything originating in KloudGin. The work orders, customer records, site and vendor information are all created in KloudGin and pushed to NetSuite. With automatic synchronization between the two systems, when work orders are completed, NetSuite receives the information and generates the invoices, eliminating human interaction and error.

Drain-All successfully replaced the paper process with KloudGin digital mobile technology. Now, they can digitize everything that relates to an individual work order. All the backup information and documentation is uploaded against the work order, including manifests A, B & C, waste profiles, bills of lading, clock-in/clock-out time stamping, etc.

The Results

INVOICE EFFECTIVENESS -- MORE ACCURATE INVOICING, MORE CONSISTENT CASH FLOW

Drain-All estimates that they have reduced the time to invoice by 33%, down from 45 days on average to approximately 30 days on average. According to Cantor,

“The KloudGin system is excellent at allowing us to quickly ascertain what stage of the process our work orders are at and who needs to action them. I now have the tools to be able to hold both the process and the people within the process accountable. That is a big improvement because we were clearly losing revenue, and we were taking far too long at collections which in turn had a significant cash flow impact.”

IMPROVED OPERATIONAL EFFICIENCIES ACROSS THE ORGANIZATION

- **Scheduling and Dispatch** have become much more efficient with a drag-and-drop interface that allows them to easily plan, assign and schedule work orders. With three large monitors displaying the schedule, everyone can see the status and progress of all jobs in real time.
- **Field workers** get automated work order assignments and appointments assigned via the KloudGin Mobile App and this helps eliminate a lot of phone calls and texts. Everybody has access to the schedule on their individual device instead of relying on schedule printouts or calling in to get the schedule.

”

The KloudGin culture was another deciding factor for Drain-All. Adam commented that KloudGin’s nimble, agile, non-bureaucratic culture was a determining factor. He said, “I got the sense that we would be able to get stuff done with KloudGin. I liked the way KloudGin worked with us, the responsiveness, the caring, from all aspects in the sales process and later through implementation.”

ADAM CANTOR | CFO

- **Sales teams** now have control over their own dashboard and know the status of their work orders and what needs to be actioned. There are no more lost manifests or bills of lading as they are now scanned and put against the work order within 2-3 business days.
- **Management and Finance team** have greater control over where work orders are in the process, tracking invoicing and holding people accountable for doing their jobs.
- **Operations team** can easily see the location of remote assets on a live, interactive map. They can also review the routes that technicians take to get to a job to improve productivity.

Business Insights Enable Better Decision Making

Drain-All now has improved data access and reporting capabilities. “KloudGin provides such a data rich environment for us, and that is something that we are also getting used to,” says Cantor. “We have data that we can actually use to do analysis and reporting and to develop insights around what’s happening in the business in a way we never could before.”

For example, timecard functionality and access to that data has been extremely useful in getting visibility to how their field workers are spending their time doing certain tasks. They can easily review a full week or month of a resource within KloudGin. Billable Utilization, the percentage of time that a field worker is being billed out vs. paid time that is not billed out, is a KPI that can now be tracked and used to make changes to increase revenue.

Cantor stated, “We are clearly very excited about some of the things that we can potentially evolve to use within the application such as artificial intelligence, automated scheduling with route optimization, and advanced business analytics and reporting.”

ABOUT KLOUDGIN

KloudGin is the only combined one-cloud Field and Asset management solution that automates work management processes, enables customer self-service, and increases worker productivity.

Serving companies with complex, asset management and field service requirements, KloudGin connects customers, employees and assets with AI-powered access to information on any device.

For more information visit
www.kloudgin.com.



440 N. Wolfe Road
Sunnyvale, CA 94085
877-256-8303

© 2020 KloudGin, Inc. All rights reserved.
All other trademarks and service marks are property of their respective owners.