



Church Pool Services Completes 25% More Pool Cleanings with MobiWork

Church Pest and Pool Services is a family owned pest and pool Service in Houston, Texas. With 15 employees, they serve over 2,000 customers. In their pool services sector they offer cleaning, repair, renovation, and equipment maintenance for pools and spas. They clean the water, add or adjust chemicals, repair equipment, and renovate entire swimming pools. Always dependable and always knowledgeable with exceptional pool care, Church Pest & Pool Services won't let you down and will make all of your pool and spa wishes come true.

“While I was software shopping MobiWork really hit every target I was looking for. It has well exceeded our expectations.”

– Nicole Moore, IT/Marketing Analyst

Industry:

Pool

Regions:

United States

Key facts:

- Over 2,000 customers
- 1-5 Million in Revenue
- 1,600 Workorders/Month
- Rated A+ with the BBB

Website:

churchco-tx.com

Key Challenges: Routing Solutions and Lack of Automated Tasking

MobiWork was not the first Mobile Workforce Software Solution that Church Pest and Pool Services used. The system that they used previously was archaic and not up to industry standards anymore. It didn't offer routing solutions and was not intuitive enough to discern when and where the next available appointment was. Instead of automated tasking to make things easier, there was still a lot of manual work that was required. In their process of looking for the right software that was truly going to work for them, their main focus was map based routing.

Results: Detailed Reports, Map-based Routing, Improved Time Management

Since they are family owned, they put a lot more soul into their work and there is more sense of pride that is felt in doing their jobs. **"We hear from a lot of our customers that their pool people sometimes just don't show up. We always show up."** They are also in a position to offer competitive pricing and make sure that their technicians are willing and able to provide the services their customers are seeking. **"Thanks to MobiWork our customers get a detailed report that shows pictures (before and after) of our pool services."** This allows for the customers to be aware of exactly what chemicals were added to their pool and how much. Church Pest and Pool Services completes about 75 workorders a day, 400 a week, and a staggering 1,600 a month. **"We were able to shave off hours of frivolous time due to the map-based routing offered in MobiWork."** A main goal of theirs is making sure that no customer is left behind, and help limit pouring over the client lists and current routes to figure out where a new customer is going to fit in. **"MobiWork makes that effortless. We add them to a new route, and it shows us where that customer will fit in best by both location from other calls and the best day to run that call."** With their old software, they used to have to try and figure out exactly how many contracts they had. **"It was an absolute nightmare. It was a struggle and required pulling multiple reports and doing data manipulation to find out who our quarterly or recurring customers were. MobiWork really takes the guesswork out with the contracts feature, and they let us know when it's time to renew."** By cleaning up the routes, time management has improved significantly with the amount of pools they are able to clean by person each day. MobiWork allowed them to fit in 25% more pool cleanings. **"While I was software shopping MobiWork really hit every target I was looking for. It has well exceeded our expectations."**