



Infinity Professional Services Transforms Their Operations Overnight

Infinity Professional Services, headquartered in Boca Raton, Florida, started their pool and lawn business in just 2015 and is steadily growing. Infinity stands out amongst competitors because they offer both pool cleaning services, as well as lawn and landscape services in residential and commercial properties. Infinity Professional Services serves approximately 100 businesses and homes in the Palm Beach and Broward County areas. The owner of Infinity Professional Services, Ryan Hamilton, specifically wanted a mobile solution to ensure a stable platform for their admin/office, employees in the field, and customer operations. Additionally, Ryan Hamilton wanted to utilize the latest technology that would be fundamental to grow and revolutionize the way pool service companies operate.

“MobiWork’s preconfigured platform has been a million-dollar system in the palm of my hands, and the key to our success. We quickly went to market with an easy to use, scalable, and totally electronic mobile solution.”

- Ryan Hamilton, Owner of Infinity Professional Services

Industry:

Pool and Lawn Services

Regions:

North America

Key facts:

- A dual pool and lawn company
- Residential and Commercial Properties
- Serves 60 pools per week

Headquarters:

Boca Raton, FL

Website:

InfinityPalmbeach.com

Key Challenges: Inefficient Management and Operations

Infinity Professional Services struggled with the day-to-day tasks of employee scheduling, tracking, and record keeping. Infinity Professional Services also had some scheduling inconsistencies, as customers’ calls suggested that a pool technician never showed up to service their pool, meanwhile, the pool technician said that the pool was indeed serviced.

The management team needed a solution that would allow transparency between pool technician service work and the customers.

Infinity Professional Services always strives for the highest quality of customer service and found that they were in need of admin organization, as well as a customer portal for invoicing, and service appointments. Another considerable challenge was that for the clients who needed lawn and pool services, there was not an effective process in place to show that both the pool and lawn were indeed serviced. The office management team, tired of handling and losing paper records, began to search for a pre-configured pool platform that would allow them to improve their small scale operations, go paperless, improve their bottom-line, allow for customer interaction, and give them a larger presence in the field.

Results: Fast and Easy Transition

MobiWork MWS solution was immediate, the impact was felt all around from the office admin, field techs, and customers. Prior to MobiWork, the management team spent approximately 6 hours on service appointments and data entry. They now operate service appointments and have real-time data, totaling only 2 hours. MobiWork was ready to help with the task of employee tracking, as well as providing assurance for both the pool technicians, and a guarantee to the customer that their pool was in fact serviced. MobiWork was implemented within 2 weeks, and Infinity could then provide their customers with electronic PDF forms and photos, which led to higher customer satisfaction of 89%.

Having an experienced background with computer technical skills, Ryan Hamilton was amazed at all of the customizable features and configurations, such as adding his own custom email templates to send to customers. More so, he was impressed that MobiWork would be an easy app for his entire team to use. Ryan Hamilton is 100% satisfied with the implementation of the MobiWork customer portal, which sends seasonal clients a before and after photo of the pool being serviced. **Hamilton stated, "Our paperwork is essentially gone, the office staff is happy, and the field techs are generating 55% more business than last year. Our cash flow has improved significantly because we now invoice from the field"**. The management at Infinity Professional Services loves the power that the app provides, and believes MobiWork revolutionized their company and more importantly, provided a positive transition and transformation for years to come.