



MobiWork Helps Swim-Safe Pool Management Get Eyes On Their Guys

Swim-Safe Pool Management is a commercial pool management and maintenance company based in Loveland, Ohio. They specialize in turnkey management (providing managers and lifeguards, swim lessons and concessions) and maintenance (chemicals, equipment, and supplies), renovation, repair and construction for municipalities, country clubs, swim clubs, and HOA/COA pools. With about 200 customers, about 50 year-round employees and about 1,300 seasonal, and all of the services they offer, they needed a platform that allows them to keep track of all their operations.

“We are 100% better at getting the job done with MobiWork.”

– Mike Clifford, General Manager Service Division at Swim-Safe

Industry:

Pool Services

Regions:

United States

Key facts:

- Over 1,300 employees
- Over 500 work orders a month
- “Fastest 55” growing companies in Cincinnati for 6 years

Website:

swimsafepool.com

Key Challenges: Tracking Employees on the Jobsite, Losing Sales, and History Tracking

Swim-Safe came to the conclusion that they needed a change in their system when they realized they need to know more about their employees' actions and the status of jobs. In addition to not totally understanding what exactly their employees were doing on a daily basis, they were losing sales due to loss of emails, they were finding issues with the accuracy of their reports, and historic sales and issue tracking was basically non-existent. They wanted the ability to know exactly when, what, and how employees did on the jobsite. Employees were sent out but not managed directly at the pool. All work was done manually using texts and emails, and it resulted in a lot of inefficiencies and loss of process history with "nothing at our fingertips."

Results: Omniscient, Better Service, Improved and Increased Sales Orders and Invoicing

MobiWork allows Swim-Safe to provide better service in terms of organizing work orders from start to finish, keeping track of techs including the GPS path and arrival times. The number of work orders they have can vary, and one pool alone might be 3 or 4 work orders, but that number can reach about 500 each month. **"MobiWork helped us get eyes on our guys."** They are now able to automate reporting of issues found at pool sites, sell items using the sales cart, and prepare forms for custom sales orders that are nonstandard products or services. They use MobiWork to document and store contracts, site photos, and government required forms. **"Everything is all housed in the MobiWork system."** Using MobiWork has improved Swim-Safe's sales orders and invoicing for standard and nonstandard sales. **"A lot of products used to walk out of the warehouse, but never resulted in a billable sale."** Sales are up because sales ordering is much better now, and in turn paying commission is accurate. A feature that Swim-Safe really appreciates is the documents tab. They use it as a tool to document work orders and know where things are located. **"We use it somewhat like a database to house important documents, putting pictures of pumps and equipment there, and when someone is out in the field and having trouble they can view the documents and find the information needed to complete the task at hand."** **"Work orders, MobiPath, the sales cart, and the documents tab is the key to us running our business. We are 100% better at getting the job done with MobiWork."**