



BaulnE

Jonas
ENTERPRISE
SERVICE & CONSTRUCTION SOFTWARE

BaulinE

INDUSTRY

HVAC & MECHANICAL: INDUSTRIAL, COMMERCIAL, INSTITUTIONAL, MULTI-RESIDENTIAL, OFFICE TOWER

PREVIOUS SYSTEM MAESTRO

PROBLEMS BEFORE JONAS

SERVICE MANAGEMENT
MANUAL PROCESSES
TIME CONSUMING

JONAS SOLUTIONS



ESERVICE



DISPATCH
SCHEDULING



MOBILE
TIMESHEETS

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BACKGROUND

BAULNE (www.baulne.ca) offers complete HVAC and mechanical services, with a primary focus on three main areas: design-build, maintenance, and optimization. With BAULNE's end-to-end HVAC services, they help businesses modernize, replace or add equipment, ensuring that their systems are operating properly and efficiently. BAULNE helps businesses design, according to their needs, a robust and efficient maintenance program to increase their equipment's reliability and lifetime. BAULNE also designs, develops and installs solutions to increase buildings' energy efficiency, helping to maximize the management, performance and operation of their equipment, while reducing costs at the same time. BAULNE's mission is to make the lives easier for users, administrators and owners through green, connected technologies.

Before deploying Jonas Construction Software, BAULNE was using Maestro as their software solution. Although Maestro performed adequately in terms of handling their back-end operations, BAULNE still found themselves using pen and paper for majority of their processes. Not only were they losing these paper documents on a regular basis, but the ones that were being entered manually into the system were both time consuming to complete and fraught with errors. Another area where BAULNE was looking to improve upon was their service operation. Their technicians were unable to complete their paperwork digitally, and the service dispatch feature was lacking the functionality they required. As their service business continued to grow and evolve, BAULNE determined that it was time to start looking for a more complete, fully integrated software solution.

THE PROBLEM

THE SOLUTION

Since implementing Jonas, BAULNE is now benefiting from greater visibility and information sharing throughout their company. With a single solution to handle both their operations and finances, BAULNE can now focus on their day-to-day business. One main advantage BAULNE has experienced since implementing Jonas has been the time savings thanks to the paperless environment they are now able to operate in, "Prior to Jonas, we used to operate primarily in a paper-based system, which at one point, left us with 6 weeks of unbilled service calls. Now with Jonas, we never exceed a 2-day invoicing backlog! This paperless and integrated process has enabled us to operate and account for all activities in real-time." With all of their information stored in Jonas, they are now able to access their information quicker, which in turn, allows them to provide better service to their customers.



BENEFITS

With Jonas now in place, their entire service operation is now running more efficiently with a complete service dispatch board and mobile functionality through Jonas. The biggest benefit has been the eService solution from Jonas, which is an online customer portal that allows BAULNE's customers to easily create new work orders, view history, manage service contracts, and access equipment history and photos – 24 hours a day, 7 days a week. This solution is fully integrated within Jonas, which has truly helped differentiate themselves from the competition. When their customers do call in for assistance, BAULNE is now able to leverage Jonas to improve customer satisfaction, "Prior to Jonas, locating service reports in the companies' library was extremely difficult, and often the report would either be missing or in the wrong place. Since implementing Jonas, BAULNE is now able to answer customers' questions with a few clicks, directly from Jonas." In addition, with the new dispatch board, BAULNE's service managers are now able to manage more technicians than ever before, all without having to add any back-office staff.

Since implementing Jonas, we are now able to manage more technicians than ever before, all without having to add any additional back-office staff or third-party software."

Since making the decision to switch to Jonas Construction Software, BAULNE is now operating a much more efficient business, with greater visibility and increased confidence. Prior to Jonas, BAULNE was working in a manual environment, especially when it came to their service operation, which was heavily reliant on disjointed software and pen and paper to perform their day-to-day activities. Not only was this inefficient, but it also led to a lot of wasted time and money. By investing in Jonas, BAULNE has truly streamlined their business and set themselves apart from the competition. BAULNE can now rest assured that they have the backing of a complete, robust software solution in Jonas that is capable of growing with them as their business continues to grow.

CONCLUSION

ABOUT

Jonas Construction & Service Management Software is a fully integrated and automated construction management software solution, designed to help businesses improve productivity and increase profitability. At Jonas, we make it easier for companies to focus on what is important - their customers, their projects and their employees. For over 25 years, we have steadily developed and improved our product, constantly striving to meet the

needs and requirements of the industry today, while staying on the cutting-edge of technology. Backed by Constellation Software Inc. (CSI), a global software company that acquires and builds high market share, mission-critical vertical market software companies, we are dedicated to building software that meets the ever-changing needs of the construction industry.

LEARN MORE

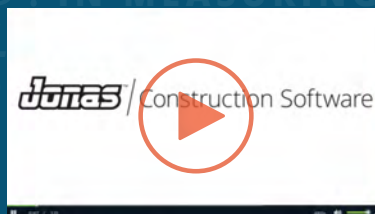
WHAT WE DO

WATCH OUR 90 SECOND VIDEO



WHO WE ARE

FIND OUT WHAT WE BELIEVE



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