



BCI MECHANICAL INC.



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INDUSTRY

**MECHANICAL, HVACR, PLUMBING:
RESIDENTIAL, COMMERCIAL, INDUSTRIAL**

PREVIOUS SYSTEM IN-HOUSE
LEGACY SYSTEM

PROBLEMS BEFORE JONAS

LACK OF INTEGRATION

MANUAL DISPATCH

POOR VISIBILITY

JONAS SOLUTIONS



DISPATCH
SCHEDULER



EXECUTIVE
DASHBOARD



PROJECT
MANAGEMENT

**“WITH JONAS,
WE HAVE INCREASED
OUR SERVICE REVENUE
BY 20%, ALL WITH THE
SAME NUMBER OF
DISPATCHERS.”**

“With Jonas, our service is a lot more efficient and we are able to handle a greater amount of jobs without having to add any additional back office staff.”

BACKGROUND

Enhancing customer satisfaction and integrating their functional business areas

Prior to implementing Jonas, BCI Mechanical was using an in-house legacy software system to handle their construction software system needs.

While the system was capable of performing basic tasks, the time consumed to achieve this was quite lengthy and was lacking the functionality necessary to provide greater insight into the business. The system in and of itself did not integrate well with the rest of the system, leaving BCI to resort to other measures as Charla Smith, Controller at BCI Mechanical states, "When it came to performing a task such as equipment management for example, our old software did not have this capability, so we had to utilize other third-party software solutions and then import the data, which made the process quite arduous." Completing service dispatch proved quite difficult as well, as they only had a manual list of calls with no detailed information, which left them in the dark about which technician was performing what job. With a software system that was limiting what their business could do, BCI decided it was time for change.

BCI Mechanical Inc. specializes in air conditioning and plumbing solutions, primarily servicing the private residential, commercial, and industrial sectors. Their mission is to be North Texas' premier heating, cooling, and plumbing company. With the aim of growing their business, enhancing customer satisfaction, and integrating their functional areas, BCI began to realize their current software system was no longer going to meet their needs going forward. With that being said, BCI leveraged Jonas Construction Software to provide them with greater access to information, better visibility and tracking, and a software solution that could grow with them into the future.

THE PROBLEM

Lack of integration and functionality with a reliance on manual processes

"When it came to performing a task such as equipment management for example, our old software did not have this capability, so we had to utilize other third-party software solutions and then import the data, which made the process quite arduous."

Charla Smith
Controller at BCI Mechanical

THE SOLUTION

Increased service revenue with the same number of dispatchers and additional technicians

BCI has seen an increase in service revenue of about

20%

Jonas Construction Software has helped BCI increase their service revenue, grow the company, and improve the efficiency of their business overall.

Since deploying Jonas in 2011, BCI has seen an increase in service revenue of about 20%, with not only the same number of dispatchers, but an additional 5 technicians as well. They were able to increase their number of technicians from 13 to about 18, which represents about 40% growth, all without adding any additional service dispatchers. As Charla stated, "With Jonas, our service is a lot more efficient and we are able to handle a greater amount of jobs without having to add any additional back office staff." Having Jonas in place has provided BCI with greater insight into their business, allowing their management and project managers to access real-time cost information for each job. BCI really enjoys this, as they are able to track each job and ensure that they are not falling behind or losing money, before it's too late.

“The Jonas interface is very clean, the layout is easy to navigate, and information can be easily exported out to Microsoft Excel. Even our receptionist finds it very intuitive and she was able to learn the system relatively quickly”

Charla Smith
Controller at BCI Mechanical



BENEFITS

Greater employee and customer satisfaction

Since partnering with Jonas Construction Software, BCI is able to operate a more efficient and integrated business overall. With such a user-friendly and easy to use interface, employees are very satisfied with how simple Jonas is to use. So simple, as Charla states, they even have their receptionist completing tasks within Jonas, “The Jonas interface is very clean, the layout is easy to navigate, and information can be easily exported out to Microsoft Excel. Even our receptionist finds it very intuitive and she was able to learn the system relatively quickly.” Another great benefit and time saver BCI has experienced is Jonas’ complete integration, as they are able to access information from multiple locations within Jonas, knowing the information will be accurate and up-to-date at all times. BCI also operates a lot of equipment, and the equipment management functionality in Jonas allows them to better track and understand their equipment depreciation.

In the four years BCI Mechanical has been a Jonas partner, the amount of gains they have experienced has been tremendous.

From relying heavily on manual processes and operating with limited visibility into the business, BCI is now thriving in all aspects. With Jonas, BCI has achieved their goals of growing the company, enhancing customer satisfaction, and integrating the business. Partnering with Jonas has given BCI a stable construction software solution that has, and continues to support them along the way. BCI is looking forward to continued growth, and with Jonas, they know that they have the right partner to help them get there.

THE RESULT

A more efficient service operation



“BCI is now thriving in all aspects.”

ABOUT

Jonas Construction Software provides industry-leading business management and accounting software to our clients. Our fully-integrated solutions provide all of the tools that you need to increase productivity and improve your bottom line. At Jonas, we make it easier for companies to focus on what is

important - their customers, their projects and their employees. We do this by streamlining their operations and giving better visibility to the entire organization. This gives your employees the tools to do their jobs better, support your customers and achieve your company goals.

LEARN MORE

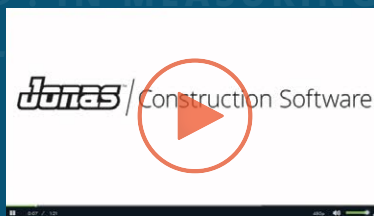
WHAT WE DO

WATCH OUR 90 SECOND VIDEO



WHO WE ARE

FIND OUT WHAT WE BELIEVE



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