



GPS Mobile Applications

Roto-Rooter improves workforce productivity and reduces costs with Sprint and Gearworks

Roto-Rooter is North America's largest provider of plumbing and drain-cleaning services and employs more than 1,800 field service technicians. The company offers services to the United States and Canada through more than 110 company-owned locations (Roto-Rooter Services Company) and 500 independent franchises. Roto-Rooter also maintains a manufacturing plant, which produces Roto-Rooter tools and machinery for the plumbing and drain-cleaning industry. The company produces two lines of commercial drain-care products, which are available through Roto-Rooter locations and select retailers nationwide.

Challenge

Roto-Rooter was growing as a company and recognized the inefficiency of its job dispatching and management processes. They wanted a solution that would improve the productivity of its workforce as well as provide more responsive customer service. In particular, Roto-Rooter needed to streamline dispatch operations in order to reduce customer wait-time and expedite job assignments. The company was seeking a cost-effective solution that would provide the robust functionality required to manage its dynamic, rapid-response business.

Experience the benefits of Sprint

With etrace®, powered by Gearworks and run on the Nationwide Sprint Network, Roto-Rooter now has a GPS-capable, automatic time-tracking process which captures the location, date and time when a worker starts and ends a shift. Using etrace SmartTalk voice menus, Roto-Rooter is equipped with automated job close-outs and voice menus referencing the pricing database and business rules to create invoices. POS capabilities provide field workers with the ability to accept payment from customers.

Since deploying etrace, Roto-Rooter has been able to reduce their number of call centers from 60 to 3. More efficient job processing has resulted in a reduction in job close-out times from 20 minutes to 90 seconds. They have also seen a savings of an estimated \$500,000 annually in credit card transaction fees, and an annual savings of \$140,000 due to the elimination of paper forms.

For more information visit:

www.sprint.com/fieldservices

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