



FIELD SERVICE

SUCCESS STORY

50% Revenue Growth

Senior Handy Services provides high quality repairs, renovations, and handyman services to seniors. They also provide wheelchair ramps and other accessibility services to people with disabilities. In business for over 13 years, they are consistently growing.



THE CHALLENGES



Senior Handy was using a desktop version of QuickBooks to manage their finances. Given their rapid growth, they knew QuickBooks could only be a temporary solution. The business has two primary ways of working: service calls, which comprise time and materials for repairs, and fixed cost contracts with proposals. With variable billing on service calls or change orders that altered proposals, they had no simple way of capturing additional costs in QuickBooks.



Senior Handy also had a serious communication deficit between technicians in the field and those back in the office. Technicians were manually filling out sheets while emailing or texting photos of repairs. With multiple technicians working simultaneously, tracking everything became too overwhelming. The business needed a better way to organize data and compile accurate invoices for their customers.



At the same time, they needed a better customer management system and a way to give their technicians an assignment with all the relevant information tied directly to the order.

THE SEARCH

They reviewed other software products that were specific to the construction industry, but everything they found handled only the business side of contracting. Nothing truly addressed the financial side. Many claimed they could “integrate with QuickBooks,” but due to their growth goals, Senior Handy knew that would only be a short-term solution. When they started to expand geographically, desktop software would hold them back.



THE SOLUTION

Senior Handy found that Striven was a great fit for all of their needs: a cloud based solution that would allow them to work from anywhere, connect their accounting and operations, and work within their budget.

When they realized Striven could be implemented and integrated easily, they started transitioning from QuickBooks. The entire migration took approximately six weeks to complete.

They began using Striven to manage customers and financials. The office could now communicate in real time with technicians in the field directly from a sales order. Alternatively, technicians could send notes and photos, and update tasks from the sales order. Their invoices went directly into the accounting system in Striven without any lost data or manual entry.



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growth in revenue

THE RESULTS

Senior Handy now uses Striven as a training method for new technicians. They use Striven's chat functionality to get real-time notifications for completely accurate pictures of how work is progressing.

Since using Striven, they have increased their customer activity and grown their revenue by 50%. Senior Handy notes that, without Striven, that growth would simply not have been possible. As they look into expansion and franchising options, the company is confident that Striven is a system that will be able to facilitate their growth.

Create Your Own Success Story With Striven

Integrating accounting and customer management software is essential for any modern business. Why stop there? See how Striven provides a completely coherent experience.