



i-Man Transforming Business through Smart Technology

Featuring Advantage Plumbing

Client Profile: Advantage Plumbing

Advantage Plumbing are located in the ACT and service both the commercial and domestic sectors.

With a team of 15 plumbing contractors, Advantage's staff are invariably hundreds of kilometres apart on any given day, from central Canberra and surrounding regions.

The IMS internet based management system ensures that staff can update jobs, access information, order parts and log their times without spending hours transiting back to their office.

Less time wasted in transit and paperwork is more time on the tools, that's what every boss wants!

IMS at work for Advantage Plumbing

Jason Tait, director of Advantage Plumbing has cleared his desk of a paperwork nightmare and vows never to go back to his life before IMS came to the office.

"It's been an easy change", says Jason and within 24 hours of his sign up with i-man, customer service relations manager Bradley Bristow-Stagg, was on the phone walking him through the process.

Trialling the system first with one staff member and truck, Jason was so impressed that within 2 weeks all staff and vehicles were transitioned onto the new system. Customised for Advantage Plumbing, IMS has revolutionised his business and substantially increased his revenue.

Now, Jason can track jobs from the initial enquiry through to invoicing, and compliance and stock can be tracked and accounted for. "The biggest benefit", Jason says, "is the turnaround in revenue". Previous issues of unaccounted hours and unhappy clients due to complicated office process, are now eliminated and as a result revenue has increased. No more lost paperwork or complicated systems, everything is managed by IMS.

Knowing his business can be contained and managed anywhere, anytime by IMS, Jason now has the capability to manage large contracts that once were logistically impossible. Procurement of goods to site, staffing movements, JSA requirements, OH&S and invoicing can now be done as a seamless and interrelated task rather than hours of labour intensive paperwork.

Jason is now enjoying more home time with family and friends as he knows he can log into the office at any time to check on job progress or attend to invoices without towing home the filing cabinet first!

IMS inducted

Advantage Plumbing requested a fully integrated service, tracking staff, stock and full compatibility with their accounting package. After the initial upload, the staff at Advantage Plumbing worked alongside our customer service team ensuring a seamless transition from the old to new system.

For a standard business upgrade to IMS, depending on the level of integration that is required, IMS can be set-up and uploaded with business specific information within hours. If a high level of integration and useability with stock control functionality and accounting integration is requested, the process can take approximately 10 working days.

New features and updates are made seamlessly ensuring optimum support and efficiency for business operation's. Customised forms can be developed by staff and easily integrated into their existing processes. Ease of use and exceptional functionality make IMS a stand out among its competitors.

Benefits for Advantage Plumbing:

- ✔ More time on the tools and less in the office
- ✔ Increased revenue
- ✔ Instant generation of invoices from job sheets
- ✔ Easy to use and customise new forms
- ✔ Instant tracking of staff and jobs
- ✔ Painless installation
- ✔ Excellent customer service

IMS all day, every day

IMS is an end-to-end web-based management tool that can be customised and tailored to most businesses. Developed specifically for the service based industry, the IMS solution can be rolled out into your business and within days your entire staff can be trained and using the new system.

We have developed our technology on a web-based platform to give you increased flexibility, working from any location within mobile range. This ensures maximum useability and accessibility by remote staff.

The IMS solution allows jobs to be managed from point of enquiry, call out, implementation and invoicing. Not to mention ordering of parts, inventory and the ability to manage the most simple of installations to large-scale contracts.



CONTACT US FOR
MORE INFORMATION

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