

Choosing Technology for Your Home Services Company

Identify Your Business Needs

Start with your business. Break your business down into segments and think about where you need optimization or increased performance within your business units. Then, look at software available within each segment.




Takeaway: Through this process you will understand why one software will not solve all your business needs.

BUSINESS UNITS
Employee Resources
Field Management
Internal Communications
Inventory Management
Marketing
Accounting
Customer Management
Sales Support
Sales

Evaluate Your Options


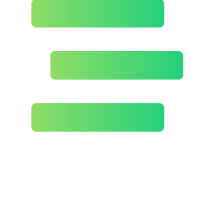
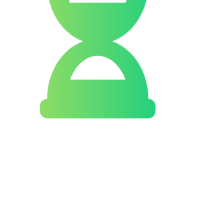
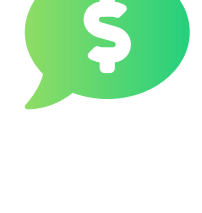


Once you understand the needs, it's time to evaluate all of the options and priorities for your business.

The Three Lenses

-  Follow the path blazed by the industry. Keep your ear to the ground and take a look at what competitors are using.
-  Effort vs Impact: Knock the easy ones off first.
-  Start with the greatest need for your business.
 - Cost savings
 - Revenue generating
 - Increased employee and customer satisfaction

Implementing Technology

Software does not define processes – it supports it. Don't stop the train of your business operations, keep moving and evolve by slowly integrating the software.

-  Look for vendors that provide you with a road map and assisted onboarding.
-  Understand your bandwidth and set reasonable timelines.
-  Understand the time versus value (don't worry about perfection).
-  The money means nothing when the value is there.
-  Mistakes will happen! Be prepared to be patient and allow yourself and employees to become comfortable.
-  Approach new software as an evolution, not a change. Remember, if things do have to change, it's out of necessity.