



IN THE SPOTLIGHT

August 2010



Refrigerated Specialist, Inc.

Refrigerated Specialist, Inc. Saves Over \$200K a Year in Labor Costs by Using Compusource Software to Establish Best Practices for Commercial Food Equipment Service Management

Executive Summary

An established Compusource customer leverages the paperless workflow within Ascente and Traverse software to improve customer service and company profitability – and gain the advantage in a competitive market.

Customer Profile

Since 1978, Refrigerated Specialist, Inc. (RSI) has been a market leader in the installation, service and preventative maintenance of commercial refrigeration and cooking equipment. Headquartered in Mesquite, TX,

RSI is certified by the Commercial Food Equipment Service Association (CFESA) and serves major restaurant chains and food equipment manufacturers throughout North and East Texas. In the mid-1990s, the organization expanded their operations by adding a second company to the RSI brand, Refrigerated Equipment and Leasing (REALCo), which leases ice machines to RSI customers. In 2002, a third company was formed: Cooking Equipment Specialist, L.L.C. (CES). CES, which is also CFESA-certified, focuses on the hot side of equipment installation, service and preventative maintenance.

Whether RSI is delivering cold or hot services, accountability to the customer is the top priority. The company's unwavering dedication to the commercial equipment industry begins at the top: all partners take an active role in day-to-day operations and every manager is a 20-year+

System Benefits

- Fully integrated accounting, service management and quoting system
- Paperless service management saves \$5K a month in technician labor costs
- Increased efficiency saves \$160K a year in staffing/ payroll expenses
- Maintenance contract and inventory management features improve customer service
- Quoting capabilities reduce redundant data entry and monetary errors
- MobilePro system automates communication between dispatchers and field technicians

Contact Us

HEADQUARTERS

28 Centerpointe Drive, Suite 130
La Palma, CA 90623
T: 714.522.8300
F: 714.522.2505

DALLAS OFFICE

3740 Josey Lane
Carrollton, TX 75007
T: 972.939-2000
F: 972.939.2242

ATLANTA OFFICE

4405 International Blvd. Suite B-104
Norcross, GA 30093
T: 770.564.0060 F: 770.381.8257
Helpdesk Fax 770.564.2921



tenured employee. RSI's technicians are experts in their respective fields and receive on-going training to keep up with equipment changes. Together, the three companies within the RSI brand have 42 service vehicles, employ over 60 people, generate annual revenues in excess of \$10M and complete approximately 30,000 service calls each year.

Business Challenge

In the commercial food equipment service industry, the primary business challenge involves managing service delivery to optimize profitability and customer satisfaction. At RSI, this means continually striving to increase employee productivity, improve service management and simplify access to historical service and sales records. Since implementing accounting and service management software from Compusource nearly 20 years ago, RSI has made incredible strides in these areas by using the software to automate many aspects of their operations.

According to RSI Vice President Scott Hester, who is the 2010 President of CFESA and a previous recipient of the Top Achiever Award from Foodservice Equipment & Supplies magazine, the company recently initiated a new service improvement project they call the Life of a Service Order. This project involves establishing best practices, processes and procedures for leveraging the full power of their Compusource solution to further improve service delivery.

Compusource Solution

RSI utilizes nearly every module within Compusource's Ascente service management software and Traverse accounting program. Everything from the creation of work orders and dispatching to inventory management, customer invoicing and payroll is managed with the solution. "Our Compusource software is crucial to our operations, because it puts information at our fingertips," Hester states. "We wouldn't be able to compete in the current market without it."

RSI utilizes additional technology to improve workflow between the office and the field. For example, Ascente communicates with the field technicians' BlackBerry devices to issue service orders electronically. The technicians use their BlackBerry devices to notify dispatchers when they are working on a specific service call and when the service is complete. In addition, technicians electronically fax completed, hand-written work orders to the office from the field, which are delivered in PDF format via e-mail.

Although completed work orders must be re-entered into Ascente, the paperless workflow is a huge step forward compared to the company's previous paper-based process. "The only time a technician speaks with a manager or dispatcher is to address a unique situation," Hester explains. "If we tried to perform 30,000 service calls a year using paper, our labor rates would probably be 50 or 60 percent higher than they are today."

Benefits for RSI

When asked how the efficiencies gained by using Compusource software benefits RSI's bottom line, Hester pauses to calculate the savings. "It would cost us \$1,000 a day to have every service technician come by the office once a day to pick up their work orders.

So Compusource helps us save \$5,000 a week in labor costs," he explains. "In addition, we can have a lower ratio of dispatchers and purchasing agents to service trucks than paper-based service companies. This allows us to operate with fewer staff, which saves our company approximately \$160K a year."

Having Ascente and Traverse in place also benefits RSI's customers. "Our customers receive electronic quotes and invoices that are easy to read and understand. The majority of our competitors haven't gone paperless, so eliminating hand-written correspondence puts a bigger smile on our customers' faces while distinguishing us from the competition," Hester states.

Having customer data at their fingertips allows RSI to respond more quickly to information requests, such as service history for a particular piece of equipment. And using Ascente to manage maintenance contracts ensures that RSI protects their customers' equipment assets as well as their own leased ice machines.

Hester appreciates doing business with Compusource because, like his own companies, the software firm focuses on innovation and customer service. "Compusource has always delivered high performance compared to the other vendors we deal with," he says. "I've known Len Woodruff, branch manager of the Dallas area office, since 1992, and he has never let me down."

Looking Forward

As the company's Life of a Service Order project indicates, RSI will continue exploring new ways to use their Compusource software to improve efficiency and customer service. As part of this project, Hester recently spent time streamlining RSI's inventory management processes to ensure greater inventory accuracy in their warehouse and on their well-stocked service trucks, and provide better transaction records for their customers.

In addition, RSI purchased the Ascente Quote module and is currently rolling it out. "When you've got 40 people hand writing their own estimates and verbally seeking prices and part numbers, you can expect a certain number of monetary errors," Hester explains. "The Quote module gives us a way to control this chaos by cutting down on redundant data entry and manual mistakes. We're testing it right now and by the end of the year, nobody will be writing estimates by hand."

Looking forward, Hester's next chapter in the Life of a Service Order is the evaluation, and probable implementation, of the Ascente MobilePro system. MobilePro would replace RSI's BlackBerry/electronic fax technologies with a fully integrated electronic mobile service solution that eliminates hand-written work orders and the need for dispatchers to re-enter data into Ascente.

"In the commercial food equipment industry, market conditions drive the need to be competitive on price while still delivering outstanding service," Hester concludes. "The money we spend on our Compusource software returns a significant dividend by lowering our overhead, giving us more time to focus on the customer and allowing our owners to take home greater profits."

