

SUCCESS STORY

Robertson Pools

Uses ServiceBridge to Boost Their Bottom Line

SERVICEBRIDGE™
by GPSINSIGHT



GPS TRACKING • **FIELD SERVICE** • SMART CAMERAS • COMPLIANCE



Company Profile

**Company:**

Robertson Pools, Inc.

Industry:

Pool Sales & Supply

Website:

robertsonpools.com

Company

Established in 1985, Robertson Pools is a full-service, elite custom builder with 35 years of swimming pool knowledge.

Business Challenge

With the previous system, Robertson Pools technicians had to make two office visits each day to pick up and drop off work orders. Doing so ate up valuable time that could have been spent on additional jobs, while the extra fuel usage pulled on the company's profits. It was also impossible to efficiently track parts that were used in the field due to the lack of realtime communication between the office and technicians.

The Solution

With ServiceBridge, Robertson Pools' field workers do not have to visit the office, as all job information goes directly to their mobile devices. The easy to use mobile app makes it possible to add and update quantities of parts used on the job and sync this information with the office.

The Results

Robertson Pools' net profit increased two percent based on lack of paper needs and fuel savings. Their revenue went up 64 percent, in large part due to the company's marketing using the software and the speed at which they can now communicate and give information to homeowners.

The company streamlined technicians to be able to swap and add jobs without having to return to the office every time to pick up paperwork.

Inventory control became more in sync than ever, through instant knowledge of what had been used and what needed to be ordered.

One of the best results came from customers giving Robertson Pools kudos for being in tune with technology and keeping up with trends, which helps spread the word and brings in referrals for business.

From the day I decided to purchase my subscription, I had no doubt that it was going to be a great investment. The team has excelled in constantly improving based on consumer input. They truly care and listen.

—Kelli Griffin
Service Manager
Robertson Pools



Highlights

- Work orders now go straight to techs' mobile devices
- Electronic work orders make it possible to track parts used in the field
- Revenue went up 64%
- Mobile work order app also saves costs for gas and paper

Product Link

- [ServiceBridge](#)

About ServiceBridge

Founded in 2004, GPS Insight has the experience you can trust. We have built solutions to make your business thrive. Through innovation and creativity, we make powerful tools that meet your most pressing needs.

In 2020, GPS Insight acquired ServiceBridge to make sure that mobile workforces have the tools they need to execute at every level, from headquarters to field technicians.

With the combined power and expertise of ServiceBridge and GPS Insight—two leading innovators in fleet and field service management—we deliver best-in-class service, solutions, and technology that offer more value to our customers by connecting operations across organizations.

We do it all with energy, care, and an unwavering desire to make your lives easier and safer. We do it all—because we care.

ServiceBridge

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