



WORKSMANAGER



TOP 10

Time and money wasters for electricians

(and how software fixes them!)



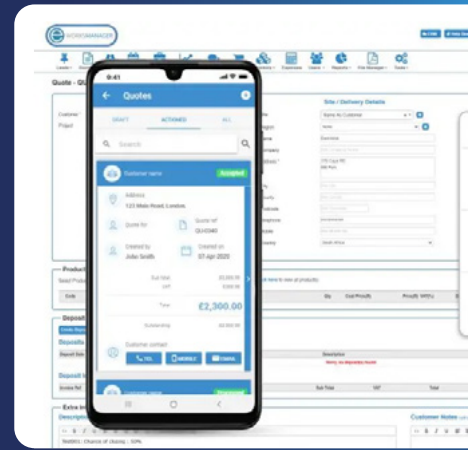
Whether you're a busy electrician or a team leader responsible for a large team, any time wasted is money lost and a dent in your take-home.

All businesses need to be profitable, but for electricians who are out and about every day, dealing with lots of different customers, it's especially important for processes to run to schedule to stop billable hours being wasted.

Often these time delays are due to poor software, or difficult customers. Now we can't do anything about the latter, but software can be improved and there are many processes you can put in place to help save you time (and money) and ensure your business remains as profitable as possible.

Let's review the top 10 time and money wasters, and how you can use software to solve the headaches they cause.

1. Manual quoting and invoicing



If each team member is working on ten different jobs a day, that's ten different quotes or invoices that need to be prepared either by hand, or drawn up in a spreadsheet. Doing this manually can waste time calculating the time taken for the job plus any necessary equipment to figure out the cost, followed by finding the customer details to pass the information onto. This can eat into evenings and weekends, making jobs feel like hard work, sometimes before they've even taken place!



THE SOLUTION:

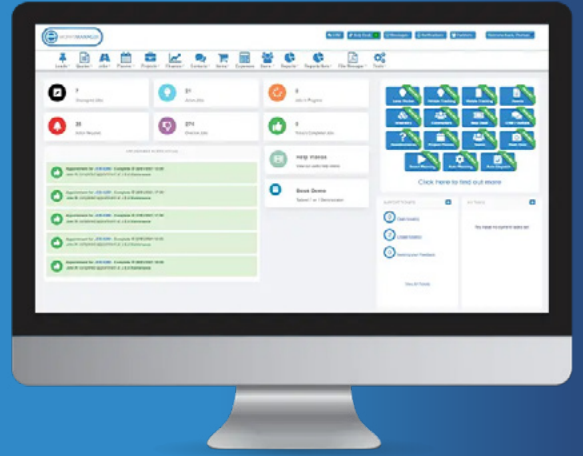
An online quoting system lets your team manage and produce quotes in minutes, linked to customer accounts so they can easily share the job details with the relevant contact. Coupled with invoice management software that manages all customer invoices, it keeps a record of supplier invoices and alerts you to any unpaid or overdue payments.



OUTCOME:

Save your time, keep a record of all jobs and their relevant costs, and make it easier to find information when you need it.

2. Poor job scheduling



Without a system for job scheduling, you can end up with double bookings, missed appointments or a lack of required equipment on site for a specific job. While this has the obvious downside of wasted time and money, it can also damage your reputation and lead to customers going elsewhere, or bad publicity for your business.



THE SOLUTION:

A live view of your entire teams' schedules in one place. With workforce planning, you can view a real-time feed of how far your field workers are with a particular job. Once that job is completed, not only can it immediately be sent for invoicing, but their schedule is then free to take on the next available job.



OUTCOME:

Get help with team planning that enables your electricians to plan their day better, keeping customers happy and keeping performance on track.

3. Lost or incomplete paperwork



We don't have to explain the trouble associated with missing paperwork – it can lead to compliance issues, unpaid work, or even work that needs to be re-done.



THE SOLUTION:

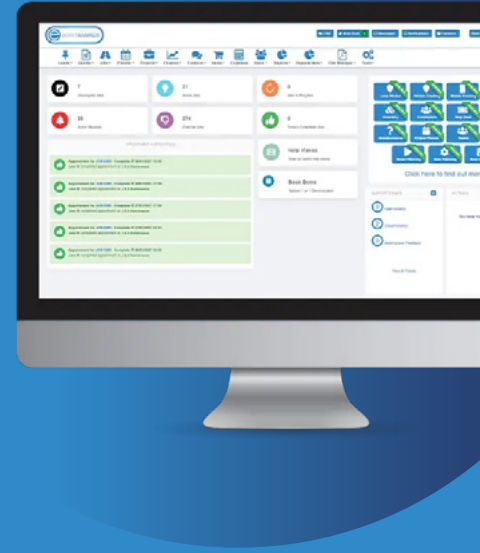
Digital documentation and time sheets. It sounds too easy , but the quickest way to mitigate the risk of missing paperwork is simply to eliminate paperwork altogether. Digital documentation works on any device and enables digital quotes to be offered, which not only saves time but also ensures compliance too. Coupled with digital time sheets you can easily keep track of when your team is working, what they've been working on and the costs associated with it.



OUTCOME:

Stay compliant with labour laws, reducing the likelihood of your employees attempting time theft and meaning you always have a record of what's going on in your business.

4. Undercharging or over-servicing



The last thing you want to be doing in business is throwing away money, but if you're not keeping track of your costs correctly – whether it be with incorrect pricing, overspending on jobs or poor records resulting in work being redone – you're literally wasting profit.



THE SOLUTION:

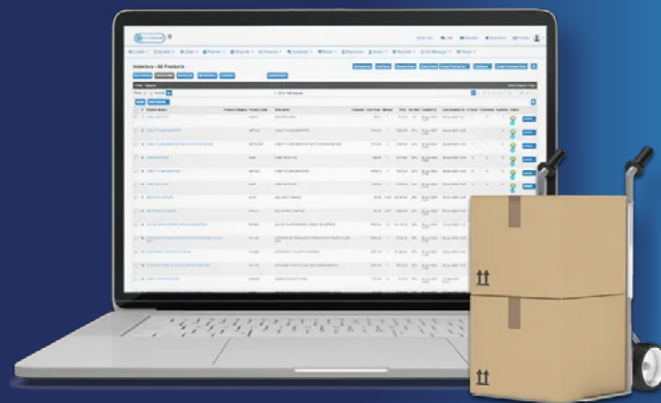
Get full visibility of a job's profit margins by using a smart system that assigns all relevant costs for you. With an expense management system, margin fields are automatically updated to highlight discounts or overwritten sales prices, preventing profits being impacted by insufficient information or incorrect invoicing.



OUTCOME:

No jobs are over or under charged for, and there is always a clear visibility on pricing across all products and services.

5. Untracked inventory



Without keeping tabs on your inventory, you could end up wasting time driving to pick up forgotten tools, or losing out on billable hours if your team doesn't have the parts to complete a job properly. This not only costs you time and money, but again affects the reputation of your business, giving off an unprofessional impression to customers.



THE SOLUTION:

Avoid understocking and overstocking, minimise storage costs and keep projects on track with an inventory management solution. With one central location, you can create and manage all Purchase Orders, create repeat ones for frequently ordered items and manage picking lists so your team can easily see what they need for a job, whether it's in stock and where to collect from.



OUTCOME:

Ensure customer expectations are met as jobs aren't started unless all the tools are available, helping to improve both billing accuracy and profitability for your business.

6. Miscommunication with clients or teams

This might seem like less of a major problem, but good communication is paramount for maintaining your business reputation. When there is confusion about dates, times, locations or costs, this leads to further complications down the line and in some cases a refusal of payment or required rework.



THE SOLUTION:

Keep track of everything you're doing and saying, and give clients the opportunity to make requests themselves. Implementing a CRM and providing access to a customer portal is a simple way to ensure you understand what clients want – enable them to login and request quotes or create new jobs, or view the progress of existing ones – eliminating the need for back and forth communications and ensuring everyone is on the same page.

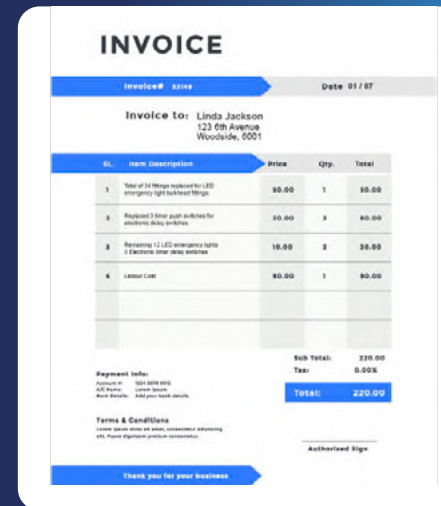
For dealing with your team, ensure all job management is handled digitally, encourage digital documents to be used to provide proof of work, and if problems arise relating to job location, try implementing a live vehicle tracker to ensure all your team members end up exactly where they need to be.



OUTCOME:

Ensure nothing is misunderstood either between yourself and your team, or them and the customer, protecting your reputation, saving time and keeping customers happy.

7. Late or missed payments



Simply put, if a customer is late paying, or fails to make a payment entirely, this affects your cash flow and, in serious cases, can lead to bad debts.



THE SOLUTION:

Make it easier for your customers to pay. We like to give customers the benefit of the doubt and say if a payment is late, it's because they had trouble making it, rather than anything deliberate. With a built-in payments product like EworksPay powered by ClearAccept, you make it easier for the customer to pay by giving them the option to do so over the phone or via a secure payment link on the job or from head office.



OUTCOME:

Encourage payments to be made on time, protecting your business from fraudulent payments. Plus provide a clear real-time view of your business's financial health, helping to track profit and loss and create a snapshot view of where your bottom line could be suffering.

8. Unproductive travel time



If jobs aren't planned correctly, you could waste huge amounts of time having team members drive long distances between their jobs, leading to reduced billable hours and an increase in fuel costs.



THE SOLUTION:

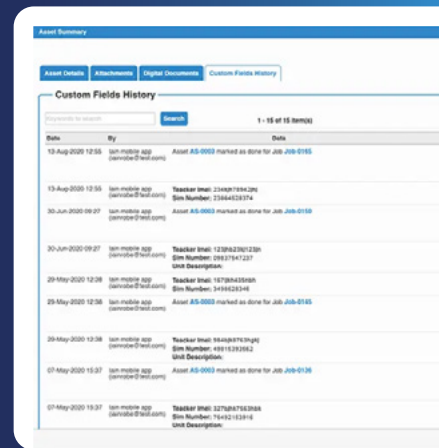
Be smart about your job scheduling and keep track of where your team is. Workforce planning enables you to manage your teams' schedules in a single view so you can easily assign jobs to operatives and track their progress. If there's a need for travel, you can also use vehicle and live location tracking to quickly see who is in what area, and help in finding the nearest available electrician.



OUTCOME:

Enable your team to work more efficiently and carry out more jobs without time wasted traveling between them, providing you with a real-time, accurate visibility of all jobs, meaning there's no missing information and no nasty surprises.

9. Non-compliance with regulations



Date	By	Data
13-Aug-2020 12:55	isa.muhle@app.computer@net.com	Asset AS-0003 marked as done for Job Job-0165
13-Aug-2020 12:55	isa.muhle@app.computer@net.com	Tracker Serial: 216497184126 Site Number: 22644220294 Unit Description:
30-Jun-2020 09:07	isa.muhle@app.computer@net.com	Asset AS-0003 marked as done for Job Job-0165
30-Jun-2020 09:07	isa.muhle@app.computer@net.com	Tracker Serial: 12208422612736 Site Number: 28817841237 Unit Description:
29-May-2020 12:28	isa.muhle@app.computer@net.com	Tracker Serial: 127284623868 Site Number: 2476823348 Unit Description:
29-May-2020 12:28	isa.muhle@app.computer@net.com	Asset AS-0003 marked as done for Job Job-0165
29-May-2020 12:28	isa.muhle@app.computer@net.com	Tracker Serial: 164688761926 Site Number: 4911332852 Unit Description:
07-May-2020 15:07	isa.muhle@app.computer@net.com	Asset AS-0003 marked as done for Job Job-0165
07-May-2020 15:07	isa.muhle@app.computer@net.com	Tracker Serial: 127284623868 Site Number: 2476823348 Unit Description:

Regulations are a headache in any line of work, but with busy teams out and about in the field, they can be even harder to stay compliant with. If audit trails aren't kept or documentation filed incorrectly, this could lead to both fines and reputation damage – meaning it's important to have processes in place to avoid this.



THE SOLUTION:

Store all your documentation digitally. Eliminating paperwork and keeping all your records in a central, digital location means you can pre-assign mandatory documents to particular jobs so they're not missed. You can also keep track of built-in safety certificates, checklists and audit trails so that when you need to supply documentation to prove compliance, you know exactly where to look and it's easily available.



OUTCOME:

Protect your business from encountering any issues and ensure you can continue to operate successfully.

10. Lack of business insights



Finally, what's the point of doing everything above and running your business if you can't keep track of how it's performing? If you don't have a view of profitable jobs or problem areas, you can't optimise your day-to-day and invest money where it's needed most.



THE SOLUTION:

Use real-time dashboards and reports to monitor your performance. With these, you can quickly see if your business is profitable, reduce unnecessary costs and ensure your business stays on top of outstanding invoices, potential cash flow issues and revenue.



OUTCOME:

Always know the key areas of your business and never encounter any unexpected costs or bills.

Get the solution

It's not always easy running a business and you're naturally going to encounter the occasional hiccup that wastes your time and even your money. However, with the correct software in place, you can severely mitigate these issues and reduce the likelihood of lost income.

If you'd like to find out more about the solutions outlined, get in touch with Eworks and our team can guide you through a personalised demo, highlighting how each of the areas can be used in your business to save time and improve business performance.

Contact us today



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