



*Winner! 2008
Master Electrician
of the Year*



Prestige Power

Setting New Standards in Business Systemisation for Electrical Contractors. We ask "HOW DO THEY DO IT?"

"To implement simPRO into our business has proven to be one of the most beneficial decisions our company could have made. simPRO has seamlessly improved efficiency across all facets of our systems, and profitability has improved dramatically due to the valuable and accurate reporting available with just the click of a button. All material and labour is accounted for, and costs are transferred directly to the job."

Luke Pritchard, Owner - Prestige Power

Starting a New Business and Altering the Perception of Trade Services

"We wanted a system for efficiency because we didn't want to be lost in a sea of paper work. We wanted to refine systems, procedures and job management. So we implemented simPRO from a very early stage which allowed our company to start off with a high standard of effective systems and procedures.

"The stock control system is legendary and ensures the right type and quantity of materials is on hand to complete the job on the spot for the client. The daily time-consuming verbal job interaction and instructions between the project managers and technicians has almost been eliminated due to the online job card interface. Effortless quoting and scheduling ensures utmost client satisfaction. Minor changes have allowed us to customise our program to implement personal touches which further enhance our client satisfaction."

Continued Overleaf ►►



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Admin Halved With Job Cards Returned Instantly

“We started using the digital pens when we wanted to improve the handling time of customer inquiries. We were finding cases where our technician would leave a job and then the client would call the office with a few questions. Often the project manager would not know what had taken place, what time was spent, or what was said or done. The fact that the information now comes back instantly is a huge bonus.



“We have done a time study, and have found that the time spent on job cards has been halved. We are expecting even more improvement as the *simPRO* pen solution is continually developed and improved. We rely on the pens for quick information and we use the email scratch pad for quoting. For example, the tech might

draw a sketch of the site requirements, including power points, switches and wiring etc. and we can get a quote back to the client within the hour while our tech is still on site. It also streamlines the process of the technician attending the site, getting the paperwork back into the office and then sending out the invoice.

“*simPRO* mobile digital pens are fantastic and easy to implement. Everyone can write with a pen of course, which means the technicians can readily adapt to the new technology. There was nothing complicated to learn, and our techs have been happy to take the new system on board. After they write up their forms all they need to remember is to click ‘send’.

“The Navman Wireless System has further enhanced our management efficiency and job organization. It has proved invaluable for little emergencies by allowing us to dispatch the closest tech and also allows us to monitor vehicle use during and after work hours. We are looking forward to the new integration with *simPRO* for easier job dispatch and inbuilt vehicle tracking.

“These tools combine to make a very efficient system, which gives the ability to offer clients great guarantees that make them happy, and allows us to attain maximum profitability.”

The Future for Prestige Power?

“We visualize continued expansion and to maintain pushing the boundaries of unsurpassed customer service in the electrical contracting industry in Australia.

“To be honest, there is not much *simPRO* can do better in terms of support. The online help is a valuable tool, and when we call we are attended to within a couple of minutes, if not immediately. Nothing is ever too hard for the guys you have there, especially customization. Another great thing about the package is the constant improvement and evolution! Keep up the good work!”