



Happen Business Case Study Watermatic Irrigation



BUSINESS CLIMATE:	BUSINESS GROWTH
CHANGE CATALYST:	OUTGROWN SOFTWARE
SOLUTION:	JIM2 BUSINESS ENGINE + JIM2 MOBILE
JIM2® EDITION:	MANAGED SERVICES PLUS TAILORED OPTIONS

Watermatic Irrigation are leaders in Smart Water Management. Founded in 2002, they service Sydney's upper north shore region, and offer a comprehensive range of irrigation products, expert advice, and installation services to a broad range of clients. From homeowners, landscape and irrigation contractors, local councils and schools, to government departments, golf courses and nurseries, Watermatic Irrigation provide solutions in all shapes and sizes, and needed software to grow with them and enable them to perform at their best.

A Better Solution Was Needed, Fast

After experiencing steady growth, managing director, James Simpson-Lee knew they were bursting at the seams: "What was stopping us from growing was the systems we had in place. We couldn't invest in growing the team and increasing turnover with the systems we already had". At the same time, Watermatic saw the advantages to equip their outbound staff with a mobile solution, replacing job sheets and slow processes.

Watermatic relied upon a mix of accounting and estimating software to keep on top of their running jobs. With a list of requirements, they started their search to add scheduling software, which wasn't exactly the direction they were looking for. After speaking with industry contacts, Watermatic learnt about Jim2 Business Engine, which centralised their operations like they aspired to, accompanied with positive personal recommendations. James arranged an online demonstration to see exactly what it could do, which presented him with an all-in-one solution that would allow them to grow now and in the future.

Watermatic's processes were manual and inefficient. When it came to job management, phone calls and job sheets were their primary organisational tools. Here they recorded important reminders and materials used, which left plenty of opportunity for important information to be lost or forgotten. In busy periods, weeks sometimes passed between completing a job and invoicing the customer, affecting cash flow and putting Watermatic on the back foot. To combat their stresses, Watermatic turned things around with Jim2 Mobile.

"The visibility across our business has been invaluable. Now administration is completed onsite, every detail is captured and organised, and jobs are flagged with a status, which is huge for us. We have a large number of jobs on the run at any one time, and now we know exactly where every job is at."

JAMES SIMPSON-LEE
MANAGING DIRECTOR
WATERMATIC IRRIGATION



Designed, Developed & Supported in Australia, Jim2® Business Engine is a complete business solution to manage every aspect of your workflow cycle and solves the growing pains of small to medium Australian Businesses.

CONTINUED OVERLEAF →

"Lists and Search fields certainly save us so much time. Jim2 gives staff the confidence to know we're not missing a thing. Whether it be jobs that should be finished, or purchases, Jim2 really helps to keep everything organised, clear, and in one place – which is key."

JAMES SIMPSON-LEE
MANAGING DIRECTOR
WATERMATIC IRRIGATION

Key Benefits

- 20/20 vision across the whole business
- Detailed history and live job tracking
- Significantly improved job costing
- Proactive approach to business processes
- Improvements to customer service through centralised information
- Peace of mind, since nothing slips through the cracks

Live, Proactive, Smarter

Now, it's instant – and one of the biggest benefits to Watermatic. With complete visibility across the entire business, technicians now enter their tasks, materials, comments and labour as they go, giving Watermatic the data they need to produce reliable job costing, easily keep on top of scheduled maintenance and service jobs, and invoice far faster than they previously imagined – improving cash flow and streamlining processes.

Watermatic were able to revisit their end-to-end processes and find a smarter approach. Now, they're far more proactive with tools to forecast tasks, chase payments, and measure costs, rather than just schedule and track their irrigation services.

Quality Service With a Quality Solution

Quality of service is the most significant change for Watermatic. The ability to add comments, and organise emails with jobs and quotes in Jim2 are some of the most valuable tools to the team. These help them to collaborate and find information far more efficiently and accurately than previously possible.

Misplaced notes and undocumented conversations were hurdles of the past. Staff quickly note down key conversation points and deliverables as they happen, which enables support staff to answer customer enquiries on the spot, with complete confidence. One thing's for sure, "complete transparency makes us look far more professional".

User audit tracking enables the team to maintain consistency, and quickly identify training opportunities. "You can see who's entered comments, a job, or a CardFile and object history enables us to see who's completed what, which is perfect to identify training opportunities. It's really given us visibility to know how everyone's going," said James.

Personal Ongoing Support

Following implementation and onsite training, Watermatic found great benefit in continued contact with their Jim2 Business Analyst. By following with a site review, Watermatic found that "he understands our business, which is really important. I can email him or pick up the phone, which makes everything so much simpler," James commented.

Since implementing Jim2, Watermatic made the most of of their new-found clarity by streamlining their operations to work smarter. Developing proactive processes and closing gaps they previously weren't able to address, Watermatic have improved cash flow and geared their business for growth.

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