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# CASE STUDY

## Enterprise Plumbing Company

*"LEAP is professional, timely, and helpful. They answer their phones and emails right away. And if they can't take care of it right away, they do it as soon as possible. They are good people." - John Norris, President*

# SAVING THOUSANDS PER YEAR ON UNBILLABLE TIME THROUGH TECHNOLOGY UPGRADES.

## CHALLENGE

Enterprise Plumbing Company, Inc. was still running their business on paper, which included work orders, estimates, billing and more. Unfortunately, this was taking way too much time for billing, operations and for the tech team out in the field. They had a job to get done without the paperwork interfering with their daily work schedules. They needed efficiency that would help make everything run smoother.

## SOLUTION

Enterprise Plumbing went straight to LEAP Managed IT. After running their business on paper for the past 15 years, they knew they needed a big technology overhaul. As a client of theirs for the past 20 years, there was no need to vet other companies for their IT needs. LEAP Managed IT walked through all of their challenges and presented solutions that would help their operations run much more efficiently, saving them thousands of dollars per year on unbillable time.

## RESULTS

With more technology advancements to come over the next few months, many technology upgrades have already been implemented with major improvements that save both time and money. These upgrades save at least an hour per day, per technician in the field that add up to thousands of dollars over the course of a year. Other solutions and results include:

- » **Hosted Exchange Email Accounts.** Enterprise Plumbing wanted the ability to share calendars with the whole team, and wanted to take advantage of a business class email solution. They previously used Google Apps, which did not provide all the features they required to operate at full capacity.
- » **Upgrading Older Windows XP PC's to Newer Systems.** LEAP Managed IT ran into some software applications that needed to be re-installed and customized to run on the new operating system. The team worked with the current software vendor to make sure everything was operational, and that the client's experience was the same as before while using the software.
- » **Migration to QuickBooks Online.** Because Enterprise Plumbing was a very paper-based operation, including work orders and estimates, LEAP Managed IT advised and managed the migration from their previous accounting software package to QuickBooks Online. This was a requirement for them to leverage a cloud-based CRM software tool that would allow digital access to all customer data, work orders, and estimates from any device with an internet connection, allowing their team to work more efficiently immediately upon execution.
- » **Compliance and Risk Mitigation.** By installing our business class Dell SonicWALL Firewall Appliance, Enterprise Plumbing is now completely compliant by adding network protection to their business. This ensures that data, customer information, and other vital information remains secure, mitigating future risks of a data breach.

