



Time is Money



TIME IS MONEY

Have you ever thought about the well-known, “Time is Money” quote by Benjamin Franklin? Both elements of the quote are paramount to business, yet time is the one thing you can’t get back, and in a single day 86,400 seconds or 1,440 minutes will tick by.



Time and money are important aspects of a Field Service Management (FSM) business's growth and reaching its next revenue goal. However, it's easy to overlook how saving small amounts of time adds up, and more importantly, can positively impact your bottom line.

With the right FSM software in place, you can create internal and external time savings. Let's look at how small percentage changes add up and increase time savings for Walter's HVAC + Plumbing; a business with several office employees that uses automated dispatching and allows customers to schedule appointments online.

Automate Dispatching via FSM Software

	20% of appts. are automatically dispatched	25% of appts are automatically dispatched	30% of appts are automatically dispatched
Number of appointments	108	135	162
Minutes saved per month	432	540	648
Hours saved per month	7.2	9	10.8
Minutes saved per year	5,184	6,480	7,776
Hours saved per year	86.4	108	129.6

Numbers based on 540 appts. per month

In a month where an average of 540 appointments had 20% of appointments automatically scheduled, that's 108 appointments that Walter's dispatchers didn't have to schedule. Similarly, if a dispatcher spends an average of 4 minutes scheduling an appointment, the time saved would be 432 minutes or 7.2 hours per month. While this does not seem like much, Walter's HVAC + Plumbing saved two plus weeks in a year based on a 40-hour work week with automated dispatching.



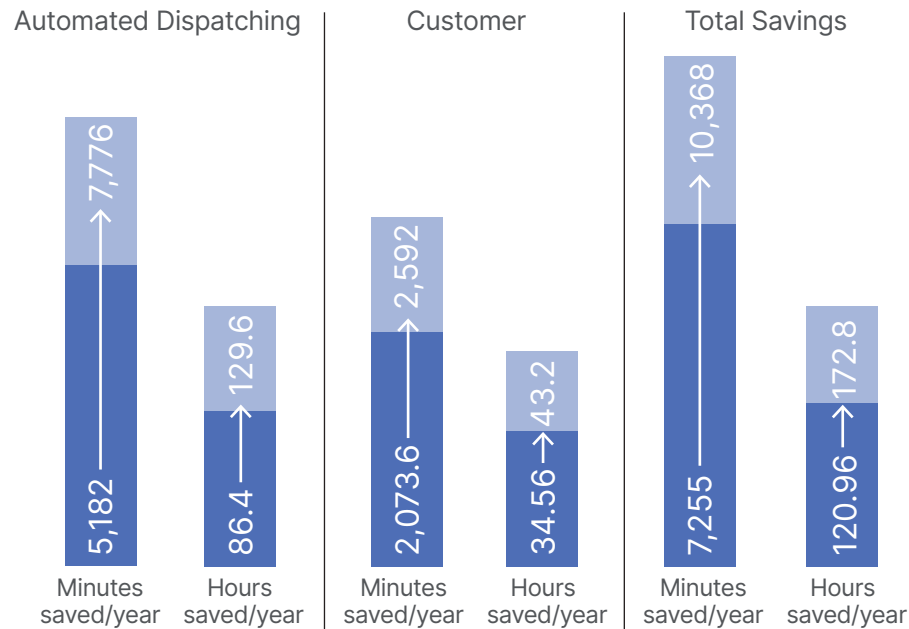
Appointment Scheduled Online by a Customer

	8% of appts are scheduled by customers	9% of appts are scheduled by customers	10% of appts are scheduled by customers
Number of appointments	43.2	48.6	54
Minutes saved per month	172.8	194.4	216
Hours saved per month	2.88	3.24	3.6
Minutes saved per year	2,073.6	2,332.8	2,592
Hours saved per year	34.56	38.88	43.2

Numbers based on 540 appts. per month

Customers also save Walter's company time by scheduling appointments online. Based on an avg. of 540 appointments per month and a customer spending 4 minutes of their time online, Walter's employees saved 2.8 hours of their time that month scheduling appointments. Although the percentage of customers booking appointments online is lower, the savings experienced for a year is almost a week based on a 40-hour work week.

Per Year Total Time Savings



Savings also come in other forms, like employee's spending time on other important business tasks or training; not to mention your office can continue to run smoothly when team members are out.

Does your FSM software give you control over your time, and more importantly how you spend it at work? If not, let's connect so you can learn more about how Sera's software can add hours to your business.

START SAVING NOW

MUCH MORE THAN SAVING

Let's look at how the hours Walter can save align with wages paid to employees.

Based on a total saves of 120 - 172 hours

\$16 hourly rate = \$1,935 - \$2,764

\$20 hourly rate = \$2,419 - \$3,456

\$25 hourly rate = \$3,024 - \$4,320

ABOUT SERA

Sera Systems offers a new era of field service management software that is increasing revenue by more than 50% for small-to-midsize companies compared to their previous FSM solution within the first six months of usage. Sera focuses on time management, profit margin, cash flow, and membership management using each client's own data to boost financial performance and establish long-term business viability and growth. Sera's core components of Admin Portal, Customer Hub, and Tech App offer a total business solution that needs no add-ons. Sera is fully operational in an average of 30 days. For more information, please visit sera.tech