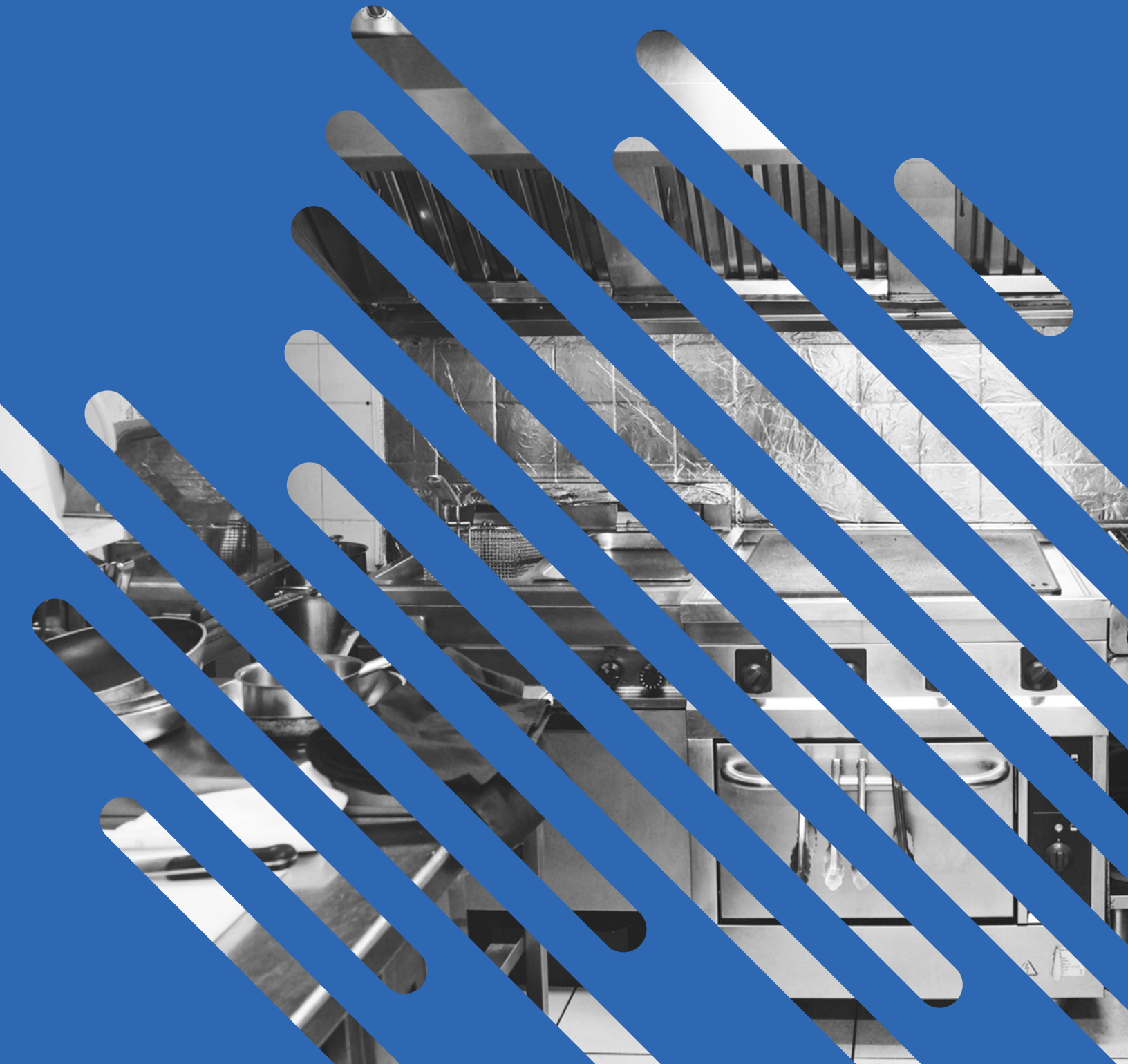


Secrets to Overcoming the **Commercial Food Equipment Service Industry's** Biggest Challenges



The commercial food equipment service industry is facing operational challenges that often go unaddressed.

That friction is standing between commercial food equipment service companies and increased profit, and it can stunt growth opportunities along the way. This white paper examines the commercial food equipment service industry's most pressing challenges and presents ways to solve them with all-in-one field service software.

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CHAPTER ONE

What Challenges Do Commercial Food Equipment Service Companies Face?

Commercial food equipment service companies' profit and productivity are being dragged down by these common challenges:

Managing Warranty and Third-Party Vendors

As a whole, warranty calls can be complicated and pull revenue out of businesses. Commercial food equipment service companies are up against complex rules, thousands of manufacturers, and specific data input requirements. If your company doesn't account for these challenges, money and productivity could be falling through the cracks.



Why?

Within the industry, it's especially critical to be able to track returned parts to the item level. When a part is requested to be returned to the manufacturer, your company needs to have the know-how to do this quickly and easily. If you don't, you end up swallowing big costs that can damage your company's bottom line.

For example, imagine you're working with a major manufacturer and a new fryer was recently released. However, the gas valve on that particular fryer was not properly designed for long-term use, and it breaks after a few uses. The part may cost around \$100, but it may break on multiple fryers spread out across your customer base. Every time you need a new gas valve, your company must buy it directly from the manufacturer.

The problem?

Most manufacturers require service agents to return the damaged gas valve in the replacement part box before they'll start issuing a payment back to your company. To recoup money in a timely manner, it takes thorough tracking from multiple employees. When managing parts inventory by hand, purchasing agents need to remember where the purchase was made, techs need to remember to return the part to the box, and internal office employees have to keep track of the physical part—all while managing the paperwork.

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Worse yet, there are hazards along the way that can throw the whole process off and pull productivity out of your operation. Here are a couple of additional challenges linked to warranty management:

- **Excess rules:** With thousands of manufacturers to sort through, your employees need to remember each manufacturer's unique rules, policies, and requirements. Beyond putting extra pressure on them to remember details on their own, this also raises the risk of mistakes that can damage your company's relationships with manufacturers.
- **Manual input overload:** Manual entry eats into productivity and increases input errors. In fact, one [McKinsey study found](#) field techs waste up to 40 percent of their time completing tasks that aren't adding value to the company, such as physically logging unnecessary data. That unneeded data entry stretches across departments, and it can stunt company growth.

Another major warranty management challenge springs up when you're dealing with third-party work order groups, such as Service Channel, Dispatch, and Corrigo. These providers may be sending work to service agents from large corporations. However, each vendor will have specific requirements and rules you need to follow in order to properly manage warranties. If you're trying to keep all of those regulations straight manually, it burns up time and productivity.

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Juggling Inventory

Commercial food equipment service companies juggle multiple manufacturers at a time, making it difficult to manually control parts inventory. In many cases, companies will be dealing with thousands of manufacturers at a time. Each manufacturer has different parts, delivery policies, and pricing requirements.

The result?

Commercial food equipment service companies are left with inventory management nightmares. Here are some examples:

- **Expedited parts become a problem:** Expediting parts becomes a nightmare when your company is trying to track and manage parts by hand. If you need to rush a part to complete a service call, it can lead to management messes that morph into never-ending challenges.
- **Parts tracking is nearly impossible:** With so many parts, manufacturers, and rules to keep track of, it's daunting to keep track of inventory and pricing. If figures are off, it can delay a whole job, throw off scheduling, and frustrate customers.



Low First-Time Fix Rates

Commercial food equipment service companies have a lot riding on first-time fix rates. It's also a common metric manufacturers use to award territories to service companies.

Unfortunately, ineffective inventory management drags [first-time fix rates](#) down for companies—and it's easy to see why. If you need to manage inventory for thousands of manufacturers, it's nearly impossible to manually keep track of every stock level in every location. As a result, it's difficult to get the right part in the hands of the tech that has the best skills to complete a job efficiently the first time. That leads to costly callbacks, low first-time fix rates, and dissatisfied customers.



Ineffective inventory management drags first-time fix rates down for companies.

Inaccurate Billing and Pricing

Unfortunately, it's difficult to come up with accurate billing figures when employees are recording data by hand. Input errors can also throw off the full scope of pricing. As a result, a missing figure here or mistake there can turn into completely botched invoices. Whenever customers spot those errors, it has the potential to completely ruin the business relationship.

Additionally, one of the biggest challenges swirling around billing has to do with third-party vendors and how they affect billing. In many instances, different suppliers will have special pricing and specific payment methods they use. It can be difficult to make sure each customer is only billed for what they agreed upon—especially if you're hopping between multiple vendors.

Another factor pressing down even harder on commercial food equipment service companies is Not to Exceed (NTE) caps that are placed on Time and Materials (T&M). Because these measures are usually written into contracts, it's a big problem to exceed them. Often, commercial food equipment service companies are forced to redo invoices time and time again to fit NTE expectations—wasting time, delaying processes, and burning money along the way.



CHAPTER TWO

How Can Commercial Food Equipment Service Companies Overcome Challenges?

All-in-one field service software eliminates low first-time fix rates, inaccurate inventory counts, warranty misalignment, and third-party vendor pitfalls. In this section, we've compiled the most immediate ways we're seeing commercial food equipment service companies use field service software to overcome these barriers.



How to Take Control of Warranty and Third-Party Vendor Management

Industry-leading field service management software has the potential to [lift commercial food equipment service companies](#) past the immediate challenges that come with warranty calls: excess rules, manual input errors, and delayed reimbursement. Here is a closer look at how:

Taming Manufacturer and Third-Party Facility Management Rules

Automated systems track parts and tag them directly to the manufacturer. Ultimately, employees don't carry the burden of remembering what part failed, where it's located, or who it belongs to. It also makes it easy to keep rules and regulations straight when you're dealing with third-party vendors that pass work on to service agents.



Automated systems track parts
and tag them directly to the manufacturer.

Navigating Manual Entry Challenges

When a company adopts all-in-one service software built for their industry, they dramatically reduce manual entry. In some cases, commercial foodservice companies have cut their manual data entry by **50-75 percent** simply by picking up an all-in-one field service solution. More importantly, all-in-one software integrates accounting and service operations into a single platform. By unifying this information, you record accurate financial figures and always have an updated accounting balance. With real-time insights feeding into your platform, you can eliminate errors across the board, including critical billing and invoicing mistakes.



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Avoiding Delayed Reimbursement

Warranty software eliminates those holdups in the reimbursement process because it keeps track of parts and organizes paperwork. Since most manufacturers don't issue payment until a part is returned along with paperwork, automating those processes speeds up the reimbursement process. In turn, your company isn't left waiting for money, and company leaders have more accurate financial information—which makes it easier to plan for growth.



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How to Raise First-Time Fixes

As we mentioned earlier, the core barrier standing between companies and higher first-time fixes is getting the right part in the hands of the right tech at the right time. Here are a few ways all-in-one field service software simplifies that process and makes it easy to drive first-time fix rates higher:

Predictive Reporting

All-in-one software gives you in-depth service histories on a piece of equipment. With that information, you can pass insights on to your customers and make more proactive decisions about equipment. As you spot trends, it's easy to recommend solutions, warn customers about service needs, or restock the right parts before a call on a piece of equipment comes in.

Inventory Tracking

All-in-one software gives commercial food equipment service companies the ability to track and monitor parts inventory, measure stock levels, and gauge demand. By knowing exactly where parts are and what's available, it's easier to get the right parts in the right techs' hands on more jobs. Software also makes it easy to track a part that needs to be returned and trace it back to the right manufacturer—saving your company money in the long term.

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Go-Box Tracking

Go-boxes can cut down wait times and give techs more access to parts. All-in-one service software now lets commercial food equipment service companies track parts in real time as they move from these floating warehouses. That increases a company's ability to manage parts demand, avoid delays, and create a better experience for customers.

Enhanced, Real-Time Insights

All-in-one field service software generates real-time reports on inventory levels, financials, and operational performance metrics. These reports make it easy to see where stock levels are and what parts are in high demand as well as any process tweaks the company needs to make in order to lift first-time fixes.



How to Streamline Pricing and Billing

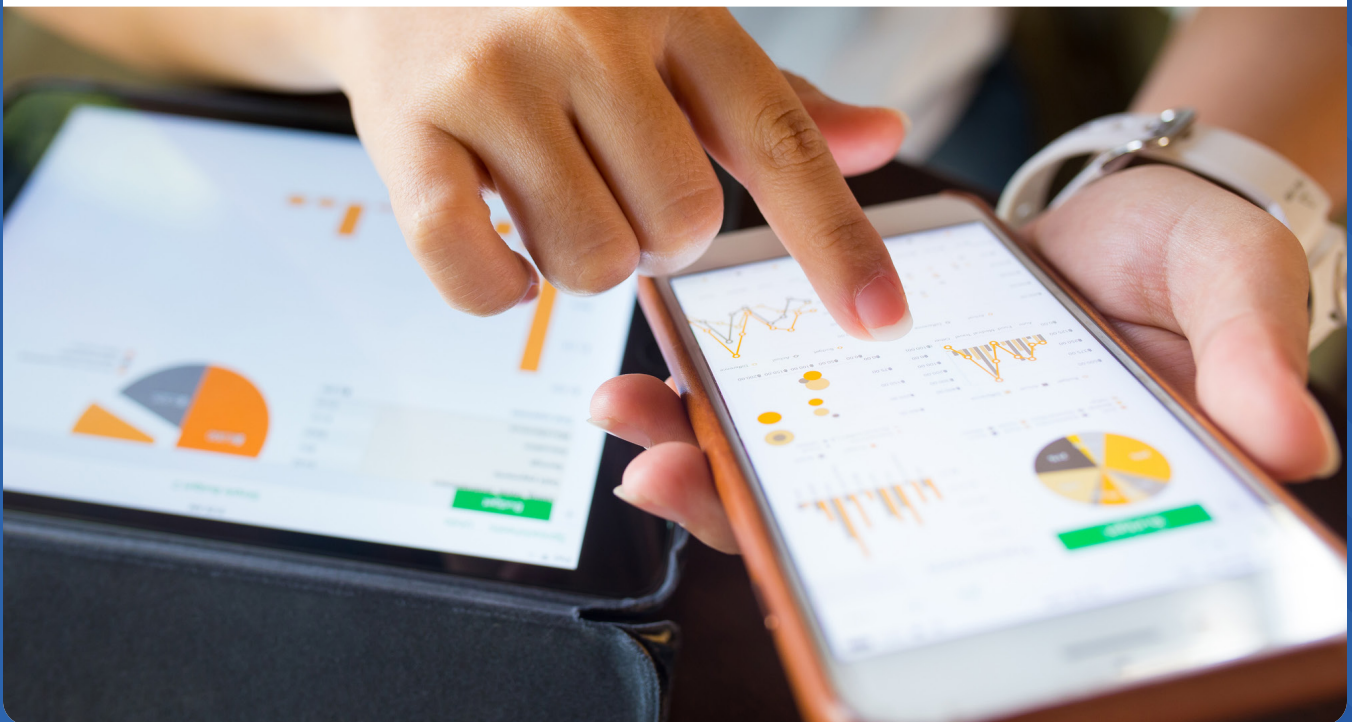
All-in-one field service software helps commercial food equipment service companies overcome billing and pricing challenges in several key ways. Here are a few:

More Accurate Pricing and Billing

All-in-one field service software includes exclusive partnerships and integrations, such as Davisware's [Parts Town relationship](#), that lay out parts pricing in real time. With the integration, Davisware customers can automate the entire parts purchasing process—saving time and money.

Simpler Parts Management

Software makes it easy to track a customer's individual needs and keep jobs within NTE obligations. That all amounts to less work for employees, fewer invoicing errors, and better customer interactions.



Automated Accounting Reports

All-in-one field service software pulls accounting information from across the organization into a single source. That way leaders save hours that would be used manually scraping together financial data from spreadsheets or multiple platforms. All-in-one field service software will also provide reports that include work-in-progress (WIP) figures and net profit summaries—two important and often missing figures that are critical to securing loans or forecasting growth.

Better Job-Costing

A truly effective all-in-one field service software solution will provide a window into the full lifecycle of a job. Industry-leading systems record data through the entire process of a job—from the moment a job is booked to scheduling, parts management, deployment, job completion, and final payment. As a result, the entire organization has a single source of truth that describes the true costs and efficiency of a job. That insight inspires better decision-making and increased throughput.

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CHAPTER THREE

How Do You Choose a Field Service Software?

Even though field service software is designed to help commercial food equipment service companies [overcome challenges](#), not every type of software will deliver the same results for your business. In fact, implementing the wrong software can lead to problems, especially if the field management solution doesn't include functions the company needs or may need when it grows in the future. Here are some essential components to watch out for if you want your commercial food equipment service company to choose the best software to overcome industry challenges:



Not every type of software will deliver the same results for your business.

All-in-One Capabilities

When field service software doesn't unify data, employees have to pick up the slack. The best software will incorporate financial, operational, parts management, and other critical data into a single source of truth. At the same time, it will allow your employees—from internal offices, schedulers, and dispatchers to techs, sales, and managers—to complete all of their daily tasks within the same system.

Features Built for the Industry

Commercial foodservice industry software needs to include all of the features your company needs now, but it also should be equipped to scale with your company as it grows. If software isn't flexible and progressing alongside your company, it could force your organization to search for a completely new solution when goals, industry challenges, or advanced needs pop up.

A Partner with Roots in the Commercial Food Equipment Service Industry

The commercial food equipment service industry has unique challenges and needs. The best software will come from a provider that understands the industry and is dedicated to finding innovative software solutions to help your company stay ahead of current trends. In addition to being well-known throughout the industry, the best partners will have strong financial backing and the resources to help support your business as it grows.



CHAPTER FOUR

Want to Learn More About Davisware's Solutions for Commercial Food Equipment Service Companies?

Davisware's GlobalEdge and Vision software is built to give field service operations a single platform to save time, increase revenue, and quickly grow.



Here are a few key features of Davisware's software:

- Control service management, dispatching, and scheduling.
- Monitor and control inventory management.
- Track real-time business analytics.
- Manage pricing by defining processes by product line, manufacturer, and other key categories.
- Report on job lifecycles, finances, billing, operational performance, and other KPIs.
- Get unlimited access to mobile resources.
- Manage parts billing and parts inventory.
- Easily handle distribution or POS for over-the-counter parts sales.
- Utilize built-in full accounting functions.
- **And more!**

Want to see how Davisware's software works?

Schedule a demo for an inside look at this all-in-one software today.

[Schedule a Demo](#)

Businesses that want to grow, increase their profit, and make daily work more efficient are wise to throw away the outdated paper-based systems of the past. Moving forward, field service management software can cut out workplace frustrations, streamline processes, bring the team together, and increase long-term rewards. Wondering where to learn more about how modern systems can fit your business?

Davisware provides solutions that are designed to streamline, manage, and scale your business. We have robust software programs and thorough training to help you get the most out of our products. Want to see how our software can fit in with your team? [Set up your free demo today.](#)