



Case Study

Stoddard's Restoration Services, Inc. Manages Complex Scheduling with StreetSmart®

The Company

In October of 1982, Tom and John Stoddard established Stoddard's Furniture Service, honing their craft through residential furniture restoration and architectural wood touch-up on cruise ships.

Almost by accident they found their niche when asked by a satisfied residential client to service the furniture at his place of business. It didn't take long for the pair to figure out that commercial office properties were filled with architectural wood and quickly set out to become the go-to company for all commercial wood care needs.

Stoddard's Restoration Services, Inc. provides high standards and quality workmanship for commercial wood restoration. Property managers and business owners rely on Stoddard's to maintain architectural wood in their buildings, maximizing their value both visually and financially.

In 2004 they incorporated changing their name to Stoddard's Restoration Services, Inc. and celebrated the long deserved retirement of Tom Stoddard.

The extraordinary staff, led by President and CEO John Stoddard, continues to provide the high standards and quality workmanship the Stoddard's name has become known for.

The Challenge

Stoddard's night crews start their workday at 4:30pm and are directly dispatched to client sites. "Because our crews work during hours when our administrative office is closed, we would not know about problems with access cards, security, and so on until the next morning when a customer would notify us that a problem had occurred," says Stephani Stockton, Operations Manager for Stoddard's.

"We deploy our workers to our customers' sites from our main office. Because we aren't there to supervise all projects we have going at any given time, we were looking for a solution that would allow us to track the actual time our workers spent at different locations."

The Solution

"We began to search for this solution and ultimately landed on StreetSmart," says Stockton.

"With StreetSmart now our employees have an effective solution for reporting these issues, so when we get into the office, we can proactively manage that with our customers."

The Results

Additionally, according to Stockton, "There is always the concern that an employee might leave a job site early and report otherwise. StreetSmart has eliminated those concerns by enabling us to see where they are and for how long—that's a big improvement from a customer service perspective."

Benefits

- Easily manage complex scheduling
- Improved customer service
- Ability to run time keeping and payroll reports
- Stay on top of projects with mobile dispatching

StreetSmart

A division of ClickSoftware



Stockton mentions how StreetSmart allows for widespread use at Stoddard's, "We have been gradually adapting what we do around the capabilities StreetSmart offers. We now run all time keeping and payroll reports through StreetSmart."

And because StreetSmart allows for mobile dispatching, "our employees know ahead of time where they're going to be dispatched and what crews they're going to be working with. So if there are any issues they want to resolve before their shift, they can communicate with each other and with the main office before arriving at their assigned work site."

Stoddard's has been impressed with StreetSmart's ability to communicate with workers to keep them informed of locations, changes, and the like. Stockton says, "The cool thing about StreetSmart is that you can do legwork in advance to enter jobs and get them scheduled and set up in the system. Then, the day the work is scheduled to start, we assign the jobs to our employees."

Once the work is assigned within StreetSmart, Stockton states, "Workers receive notifications on their phones about their job locations for that evening, and then they can accept the projects. We have the ability to track whether they have seen and accepted their assigned job lists, and if they have not logged in by 4:00, we can address that." She continues, "This process has had a significant, positive impact on productivity, and it keeps us on top of our projects, payroll, and customer billing."

Overall, Stoddard's has been very happy with its decision to implement StreetSmart. Stockton concludes, "The customer service team is great! They are willing to spend the time with me to make sure everything within StreetSmart is working correctly. This is a great solution that our employees love just as much as we do!"

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**Stephani Stockton, Operations Manager
Stoddard's Restoration Services, Inc.**

For more info on Stoddard's Restoration Services, Inc. visit www.stoddardsinc.com

For more information on ClickSoftware visit www.clicksoftware.com or sales@clicksoftware.com

Contact Us

North America +1 (888) 438-3308 , Western Europe +44 (0) 1628 607000 , Central and Eastern Europe +49 (0) 69 489813-0 ,
Asia Pacific +972 3 765-9400 (Tel Aviv) , +61 0 3 9946-6400 (Melbourne) , +91 124-4947050 (New Delhi) , South America +55 (11) 3900-1151 (Brazil)