



# **Efficient Foundations Reduces Inefficiency With Klipfolio**

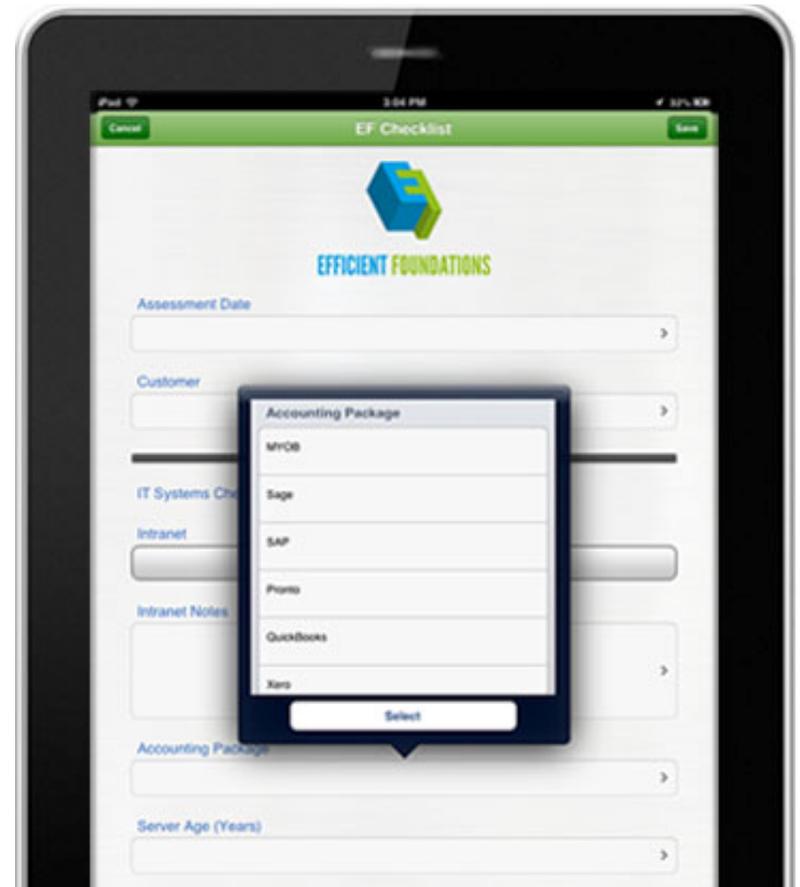
**Klipfolio Helps Australian Service Providers Save**



## EFFICIENT FOUNDATIONS

### Company Background:

**Efficient Foundations** is an Australian company that enables its customers in service industries (like electricians, plumbers and other technicians) to transition from paper to digital systems.



### **Business Challenge:**

In their work with Australian plumbers, electricians and other service providers, Efficient Foundation saw firsthand the waste that was the result of poor information flow and management.

A central office needs to be able to monitor their technicians and field staff in real-time and be able to compare their performance against various performance benchmarks. Without this ability, a firm could be wasting as much as 25 to 30 percent of a technician's time. Technician hours can be wasted when they aren't efficiently monitored and deployed to best use.

In a paper-based office, missing paperwork and improperly filled out forms can exacerbate the already formidable challenge of keeping control of the business. When information takes too long to get to the right person, it's not uncommon to miss appointments, and lose the business opportunity altogether. A manager away from the paper-

based office is completely out of touch with the business.

**“We’re very focused on live reporting and monitoring capabilities. Using Klipfolio is saving our clients literally thousands of dollars.” Sven Scheepers, Director**

### **Solution:**

The use of a tool like Klipfolio might be a little outside the norm for a traditional service provider business. But Efficient Foundations has been using Klipfolio dashboards for approximately two years and has seen its business grow exponentially over that time.

Klipfolio offers Efficient Foundation customers a multi-platform solution that does not require them to have any extra software installed.

They can have key performance indicators, like hours worked, cost per hour, etc., permanently displayed on a large screen in their office, or on their laptops, tablets or smartphones.

Initially, many customers think the costs of getting real-time information will be prohibitive. But real-time data allows companies to be proactive rather than reactive with their businesses. Often when customers find out what they can do with their dashboards, and that the associated costs are minimal, they request even more metrics. They can immediately see that the end of the month is just too late to get reports and data.

“We’re also very happy with the staff support we get from Klipfolio. We get direct phone numbers for people we can talk to, people who can help us solve our problems immediately. We’re not just a number in a queue. Klipfolio is now the benchmark we use for collaboration with our partners,” concluded Scheepers.