

BOSS[®]



CASE STUDY

BUILT IT BETTER, FASTER AND MORE PROFITABLY WITH BOSS ASSEMBLIES

Using your 'gut' instincts or relying on out-of-date or inaccurate data to create estimates and proposals is a recipe for disaster.

Even the slightest difference in estimating a job between account managers can lead to landscape contractors leaving money on the table, cutting into profits, leading to operational inefficiencies, and putting your company's brand at risk.

The BOSS Software Assemblies tool relieves contractors from the burden of creating inconsistent (and inaccurate) estimates and proposals. It provides easy-to-use templates for labor, materials and equipment that allow contractors to build fast, efficient, and professional proposals that can win the work before others even complete their estimates.

CHALLENGES

Estimating and creating proposals is easy at the start but as landscape contractors grow their operations and add more services to meet client demands, it gets more complex, and mistakes carry more weight.

One of the biggest challenges landscape contractors confront with estimating is following a consistent template. Project managers, estimators and sales representatives don't see all the jobs the same, nor do they always have accurate data on materials pricing.

Jessica Goutzos, production manager for ND Landscapes in Georgetown, Massachusetts, said the company was missing out on revenue opportunities and expense control with their estimates. Coming from outside the landscape industry allowed Goutzos to bring a fresh set of eyes to the challenge and look for a solution beyond spreadsheets and calculators.

"We researched software options and landed on the BOSS Assemblies tool as the solution we could use to bring consistency to our construction work orders," said Goutzos.

Estimating irrigation projects can be complex for landscape contractors for a variety of technical, logistical, environmental, and client-related factors. An accurate estimate has many elements including parts (i.e., spray heads, rotors, drip emitters, valves, controllers, etc.), labor, permits and cost for subcontractors.

John Richter of Richter Landscape Company in Birmingham, Alabama, said the Assemblies tool has made a significant difference in how the company estimates irrigation projects.

THE BOSS SOFTWARE ASSEMBLIES TOOL ALLOWS CONTRACTORS TO DRIVE THEIR BUSINESS TO THE NEXT LEVEL BY:

- Creating more accurate work orders and proposals.
- Better managing subcontractors, materials, and labor.
- Assemblies will transform your design/build and irrigation operations.



LEARN MORE ABOUT BOSS ASSEMBLIES.

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The challenges the company faced were two-fold: Estimators were leaving out parts from the estimates leading to incomplete work orders and crews arriving at the job site without all the needed parts. This led to project delays, customer dissatisfaction and overall operational inefficiencies. The second challenge was not always making sure to permit the job and secure the services of a plumber.

Both challenges put Richter Landscape at risk of leaving out critical information and costing it time and money.

SOLUTIONS

Richter Landscape built an Assembly the company built for its irrigation projects that provided estimators with a tool that automatically pulled in all the parts needed to complete the job and a reminder to call and secure pricing for a plumber.

“We do a lot of self-performance work, and a new estimator may not realize we need a plumber to build the backflow,” said Richter.

“Forgetting to include that line item on your estimate can be a costly and embarrassing mistake because no one wants to go back to the client and ask for more money. Having an assembly in place took a complex task and simplified it.”

At ND Landscapes the BOSS Assemblies tool is the ‘cookbook’ that the company uses when generating estimates and work orders for all jobs in its Construction and Enhancement division installing patios, retaining wall and other projects. The company has 148 different assemblies.

“The Assemblies feature is THE foundation for our bidding and estimating process,” said Goutzos. “It provides a structured, well thought approach to pricing labor and materials that covers all the bases.”

Goutzos said the Assemblies tool is a ‘living’ process that is always evolving and being refined with input from production managers and foreman. She appreciates the ability to drill down and review work orders in granular detail.

Both Goutzos and Richter said building out the Assemblies feature is akin to climbing a mountain. It may be daunting at the start but the reward when you reach the summit is huge.



“Since we started using the Assemblies tool, we have seen a four-fold of benefits. We’ve seen a significant increase in our gross margin and in the number of proposals we can generate. We’ve also seen a decrease in our accounts receivable and an increase in revenue.”

Jessica Goutzos
Production
Manager

ND Landscapes
Georgetown,
Massachusetts

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“Assemblies are unique to your business, they can’t be cut and pasted from someone else,” said Richter. “Engaging your team in the ‘climb’ will help create Assemblies that deliver better financial and operational results.”

Wayne Epling, president of Epling Landscaping in Bluemont, Virginia, said he meets weekly with his sales team and estimators to adjust their assemblies to ensure they reflect the latest and more accurate information.

“We are always looking to improve our assemblies and make sure they reflect what’s happening in the field,” said Epling. “You must have buy-in and build trust in the process.”

RESULTS

All three companies have benefited from making the Assemblies ‘climb’ and dedicating the time and resources to build them out.

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At Richter Landscape, using the BOSS Assemblies tool has not only helped reduce errors and omissions in the estimating process, but it has built confidence with the company’s estimators that what they are producing is accurate.

“With the Assembly tool we are working as a team using the same playbook,” said Richter. “From production rates to the materials list, we have accurate information to work from and that makes a huge difference across the board.”



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Wayne Epling
President

Epling Landscaping
Bluemont, Virginia