

Case Study: Rodenhiser Plumbing, Heating and Air Conditioning

The Challenge

Eighteen months ago, Rodenhiser Plumbing, Heating and Air Conditioning took a big step in changing the future of the company. Established in 1928, the company has been providing installation and maintenance services for nearly 75 years. However in late 2004, the company realized that it needed to streamline an increasingly diverse business (which includes specializing in plumbing, heating, air conditioning and fire protection).

In evaluating its operations, Rodenhiser Plumbing concluded that its accounting and service management software package lacked the flexibility and scalability that the company required.

“We had been looking for new software for several years,” said Andy Rodenhiser, president. “So it was important that the software fit the company now and would be flexible enough so that we wouldn’t outgrow the software in a few years.” Rodenhiser added, “I didn’t want an application service provider. I wanted a relationship with someone who would work with us going forward.”

The Solution

With these goals in mind, Rodenhiser put together a team of employees from each department and lead an extensive evaluation process. Ultimately, the team felt that Data-Basics’ SAM Pro Enterprise software would be an ideal fit for the firm’s needs.

“We were looking for enhanced communications between service and accounting systems and saw that right away with SAM Pro,” said Rodenhiser. The company also saw great potential for some of the most critical aspects to Rodenhiser Plumbing: the job costing and inventory controls. In addition, the team recognized unique aspects of SAM Pro Enterprise – like ReportAnywhere, which delivers detailed reports to any person in the company at any time, day or night – as clear points of differentiation.

Company

Rodenhiser Plumbing, Heating and Air Conditioning
Holliston, MA

Vertical Industries

Commercial and Residential Heating, Plumbing, Air Conditioning and Fire Protection

Country/Region

New England

Solution

SAM Pro Enterprise implemented by Data-Basics

Solution Description

Integrated service management, job costing, accounting and inventory

Results

Since Rodenhiser Plumbing implemented SAM Pro Enterprise, it has brought about significant change within the firm. Rodenhiser was frank in his assessment, "It has made us more aware of what we're not good at...which is a good thing. It has pointed out areas that we can streamline and has made us a more disciplined company."

A key to the firm's implementation has been its progressive "ramping up" to using a greater portion of the software over time. "We're still learning about the powerful and immense program," said Rodenhiser. "Even now, a year and a half later, we're still learning and refining how we're doing things."

But perhaps most important of all, Rodenhiser Plumbing has leveraged the technology in SAM Pro Enterprise to improve how it serves its customers. "It has enhanced our ability to provide better levels of service," said Rodenhiser. "Ultimately, SAM Pro is going to be the thing that forges us into a much stronger company."

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