



Industry: Plumbing



BMG needed a cost effective system that could take over from the old whiteboard scheduling method. I was initially attracted to the visual schedule and contract job capabilities of TSM.

Before TSM, we can only accommodate about about 15 assignments per day. With TSM, we are now scheduling between 50 to 80 various assignments per day ranging from complex multiple stage contract jobs to 1-2 hour assignments with ease! Now, everything is recorded and tracked with TSM. Imagine doing that with a whiteboard?

Our business had no chance to handle growth unless I provided my staff with the tools to keep communication clear and the ability to control jobs effectively. Thanks to TSM for providing us with the right tools for our business!

No more whiteboard and paper job files. When a customer calls now, we can check the jobs in seconds, book in the scheduled dates, discuss with them other details regarding the job, etc, while talking to them on the phone! Using TSM definitely gave our customers the impression that we are professional and organised!



Glenn Merrigan
General Manager
BMG Plumbing

□ Other industry testimonials available upon request

