

Home maintenance provider sustains high service levels with Enterprise Solutions.

Wilkinson Preservation, which maintains and remodels high-end homes, has multiple clients with varying needs. QuickBooks Enterprise Solutions plays a key role in juggling all the details.

Just what they need. “We use Enterprise Solutions for job tracking, estimating, and invoicing,” says Project Manager Steve L’Estrange. Enterprise Solutions gives managers at the two-year-old California company a clear view of the business’s finances.

“Every six months, I look at where the company stands from a cost versus profit income ratio,” L’Estrange says.

“Enterprise Solutions is very user-friendly. When you get into trying to troubleshoot something or you make a mistake, other programs are difficult to use.”

— Steve L’Estrange,
Project Manager,
Wilkinson Preservation

Maintaining homes and top-notch service.

The success of the business relies on keeping its nearly 40 regular clients happy, as they trust Wilkinson Preservation to maintain their homes with quarterly upkeep visits. The contractor industry edition of Enterprise Solutions helps the company work more efficiently and better serve customers.

The software “allows us to track how much time we’ve spent at jobs, in terms of billable versus nonbillable hours, as well as tracking materials we have bought from our distributors and subcontractors,” L’Estrange says. “We can go back and see what was invoiced to the client last quarter, to see what we did.”

Recording history to predict the future. Without Enterprise Solutions, Wilkinson Preservation’s ability to predict future income and costs would be limited. With all historical data in the system, however, “we can estimate what our clients will need for that specific quarter based on what we have done in the past,” L’Estrange says. “We can pull up the spring quarter visit — say it was \$1,200 to do certain items — and be able to tell the client the expected cost.”

Wilkinson Preservation

Industry:

Contractor

Business Challenge:

Tracking materials and man-hours for its nearly 40 home-maintenance clients

Prior Software:

None

