



## AUTOMATING INVENTORY MANAGEMENT

Arpi's Industries Limited is a more than 50-year old plumbing and heating contractor in Calgary, Alberta. They provide products & services for furnaces, HVAC equipment & plumbing to commercial and residential customers using a fleet of over 50 service vehicles.

### CHALLENGES:

A Salesforce customer experiencing major growth in a highly competitive industry, they became increasingly frustrated on two fronts:

#### Manufacturer's Warranty

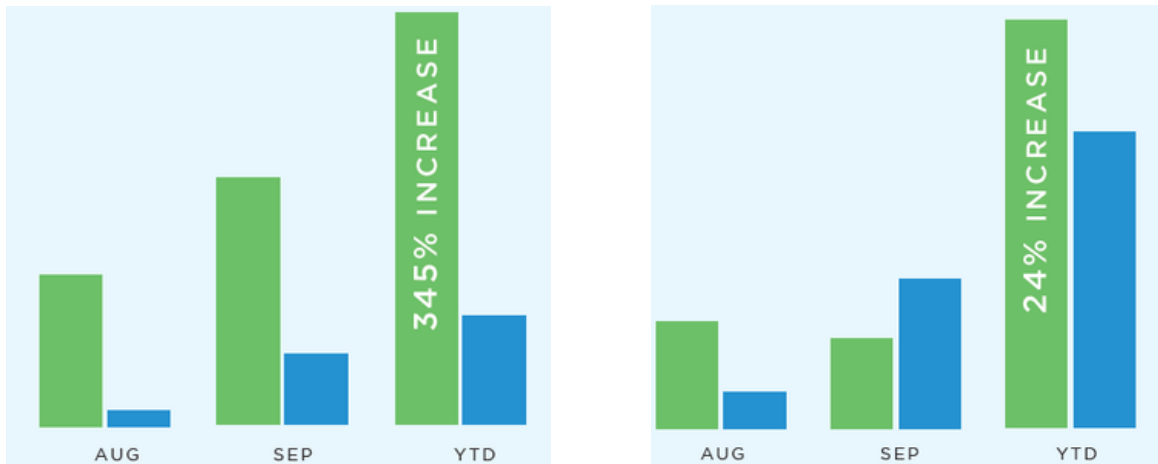
Many service calls include replacement parts that are covered by the manufacturer's warranty. A significant amount of revenue was lost as there wasn't a reliable process for ensuring claims were submitted.

#### Parts in Service Vehicles

They carry limited inventory of typical repair parts. Twenty parts are the solution in 80% of service calls. This determines if the repair is profitable or not. If the part is on the truck, repairs are completed on the first visit.

## SOLUTION:

Gimbal Logic extended Salesforce to automate both challenges and the results speak for themselves.



345% increase in warranty claims and process in place to ensure consistency. If the part is covered by a manufacturer's warranty, the claim is sent and Arpi is reimbursed.

Real-time inventory tracking for service vehicles to replenish the twenty critical parts. Dennis Smaggus of Arpi stated; *"We can see significant improvement in the first 4 months of using the solution implemented by Gimbal Logic. Total labor for Residential Service has decreased 15.3%."*

*"We are also seeing significant revenue increase from warranty claims, which can only be attributed to the control and visibility that we now have. But even more importantly, Customer and Technician feedback has been overwhelmingly positive."* said Dennis Smaggus of Arpi.