

86 Repairs gets customers onboarded three weeks sooner with TaskRay

QUICKER ONBOARDINGS ARE RESULTING IN IMPROVED CASH FLOW AND HAPPIER CUSTOMERS.



About 86 Repairs

86 Repairs makes it simple for restaurants to access equipment repairs and maintenance. Their 24/7 tech-enabled service takes care of getting equipment fixed so restaurant managers can save time, costs, and get back to doing what they love.

DECREASED TIME TO
ONBOARD CLIENTS &
RECEIVE PAYMENTS BY

29%

an Average of 19 Days

REDUCED PER-LOCATION
ONBOARDING COSTS BY

21%



86 Repairs' Pain Points Before Implementing TaskRay

86 Repairs' complex onboarding process, involving customer education, solution setup, site visits, and local vendor sourcing, required a Salesforce-native solution to streamline workflows, reduce time to go-live, and lower per-location costs. They struggled with timely project completion, impacting customer experience and cash flow.

A Salesforce custom object and another onboarding solution failed to meet their needs due to insufficient power and poor integration. This caused implementation managers to inefficiently track projects across multiple platforms and spreadsheets.



Why TaskRay?

TaskRay simplifies project management for 86 Repairs, ensuring team alignment. When a deal closes, a new project is automatically created, linked to the Salesforce account record. The onboarding manager can then assess required resources and site visits. The onboarding and vendor success teams follow a repeatable process for quick completion. TaskRay's single-view management enables easy project oversight and customer updates.



Results

TaskRay has streamlined 86 Repairs' onboarding and payment processes, **reducing time by 29% (19 days)**, speeding up service access and early payments, and improving cash flow. This, along with a **21% cut in per-location onboarding costs**, supports growth and profitability. Looking ahead, 86 Repairs plans to track NPS scores with TaskRay's survey tool.



Why 86 Repairs loves TaskRay



ON SALESFORCE

“ TaskRay connects sales, account management, and onboarding teams through Salesforce, ensuring 86 Repairs provides a smooth and consistent customer experience.



PROJECT TEMPLATES

86 Repairs uses TaskRay's flexible and simple project templates to execute repeatable processes that meet customers' needs.



PROJECT CENTRALIZATION

Having a single view for all projects helps 86 Repairs effectively allocate resources and address issues before they impact customers.



TEAM ADOPTION

“ 86 Repairs was able to get started with TaskRay right away thanks to their familiarity with Salesforce and to the incredible support of TaskRay's services teams.



“ **TaskRay has improved our customer experience because they no longer have to follow up with us. We always know exactly where they are. And because TaskRay is Salesforce-native, have brought all of our GTM teams into one tool.**



Jody Freinkel
Director of Revenue Operations, 86 Repairs