

5 TOP TIPS FOR PLUMBING & HEATING COMPANIES [+ BONUS]

from BigChange Plumbing & Heating experts, Serge & George



1 ISSUE INDUSTRY COMPLIANT GAS SAFE DOCUMENTATION WITH EASE



We know the importance of producing Service Maintenance Records and Landlord Gas Safe Records, which is why it should be a quick and simple process, allowing engineers to spend less time on admin and more time on the job at hand.

Generating compliant Gas Safe documentation automatically means no more manually filling out gas pads, the system will collate information collected about a job to fill out and create documentation.



BigChange, like us, is the best at what it does. Using BigChange we can manage the workflow from the moment the customer check's out to the point they add their signature to the job sheet and work onsite is complete. With up to 100 jobs a week, that is no mean feat!

Rhys Powell, co-founder and Operations Director, WarmZilla.



How BigChange Can Help

You can take advantage of a full suite of Gas Safe certifications, designed by the Gas Safe Shop.

On the system, you'll be able to digitally issue CP6 and CP12 documents to customers as soon as a job is complete and they'll be able to access these at any time on their customer portal.

You'll have a digital record of all Gas Safe documentation issued to customers.



2 AUTOMATE YOUR GAS BOILER SERVICE REMINDERS

Issuing gas boiler service reminders to your customers shouldn't be a headache. In fact, it shouldn't require any manual input whatsoever!

If you're still sending service reminders though the post or you're battling with a system that struggles to cope, it's likely costing your business valuable time and money. Automating reminders ensures they're always issues in plenty of time, providing maximum satisfaction to customers.



The BigChange mobile app really is a ground-breaking innovation for service companies like us, it is so easy to use and customise that it can be used for absolutely every task, completely eliminating paper and ensuring consistent reporting from everyone.

Celsius Plumbing & Heating

How BigChange Can Help

The system allows you to easily maintain a customer database that includes details such as contact information, service history, and upcoming service dates, making it easy to manage and track gas service reminders.

You can automatically send gas service reminders to customers via email, SMS, or other messaging channels.

Customisable templates for gas service reminders are available for you to use and personalise with your branding.



3 CAPTURE COST MORE EFFECTIVELY AND INVOICE MORE ACCURATELY ACROSS MULTI-VISIT JOBS

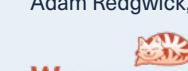
Invoicing across multi-visit jobs shouldn't mean parts, labour and call out fees get unaccounted for on an invoice.

With automatic invoicing, you no longer need to manually update the job's cost and progress after each visit, making it easier to accurately invoice the customer for the work completed to date. This can help businesses avoid undercharging or overcharging for their services, which can lead to disputes with customers or lost revenue.



BigChange is different. From vehicle tracking to accessing a boiler's service history, BigChange is there when and where we need it.

Adam Redgwick, Sales Director, Warmaway



How BigChange Can Help

Automatically collate the costs associated with each visit and combine them into a single itemised invoice.

Sets up job costing for each job, which helps you to track the costs associated with each visit.

Time spent on the job, materials used and engineer in attendance are all recorded accurately and appear on the customer's invoice.



4 QUOTE MORE EFFECTIVELY WITH AUTOMATIC CHASERS AND BESPOKE BRANDED QUOTING TEMPLATES

Providing accurate quotes for plumbing and heating jobs can be a painful and time-consuming task. However, it doesn't have to be that way.

By embracing digital solutions, you can save time and reduce the chances of costly mistakes. With automatic chasers and bespoke branded quoting templates, no opportunities are missed as follow-ups are timely, consistent, and look professional every time.



BigChange was also an integral part of our ISO success and has been fundamental in our ability to adapt to and comply with the new standards for retrofit projects, which came into effect this summer and are designed to protect the customer as our industry scales-up to deliver services to around 27 million homes over the next thirty years.

Union Technical

How BigChange Can Help

Send fully customisable digital quotes finished with your logo and branding.

Create a price card and a rate list which can be used to automatically calculate job costs.

Set up automatic email chasers if quotes haven't been accepted.

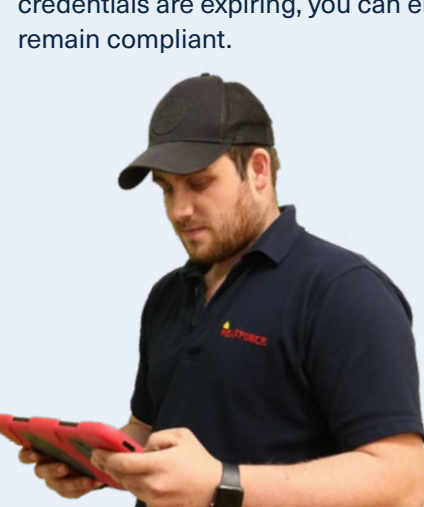
Assign supplies and materials to particular jobs in the system so they automatically appear on quotes when a job is selected.



5 ENSURE ALL WORK CARRIED OUT IS INDUSTRY COMPLIANT

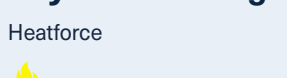
The plumbing and heating industry is one of the most regulated industries around. To operate legally and maintain high standards of quality, your business must remain compliant, but it shouldn't be a full time job.

By creating bespoke digital documents for each job type, ensuring workers with the right skills are assigned to a job and by setting up alerts when credentials are expiring, you can ensure you always remain compliant.



BigChange has completely transformed the way we work; having everything in one place with live information at our fingertips gives us a level of control way beyond our original expectations.

Heatforce



How BigChange Can Help

Automated job scheduling takes into consideration required skills for a particular job, ensuring only workers with the appropriate skill set are scheduled

You can create bespoke worksheets and workflows and assign these to particular job types, ensuring jobs are carried out correctly every time

Automated alerts allows you to set alerts when engineer's credentials are expiring so you ensure they always remain up-to-date.



BONUS IMPROVE COMMUNICATION BETWEEN YOUR CUSTOMERS AND ENGINEERS

If you want to guarantee repeat custom and build a great reputation for your business, don't leave your customers in the dark!

Ensure communication between your engineers and customers regarding upcoming jobs is seamless.

Reminding customers about their appointments and updating them on an engineer's ETA is good customer service and reduces the risk on them not being home.



Introducing BigChange was crucial to supporting our expansion into the commercial sector and nationally. We needed to transform the way we worked, eliminating paperwork and automating using the best-in-market digital platform – something that would remove any barriers to expanding and winning new business.

Moorhouse Heating Ltd

How BigChange Can Help

Using the system, you're able to automatically send appointment confirmations and reminders to customers, with the option to reschedule via the portal.

When your engineers begin their journey, they can send on-the-way messages to customers via the mobile app.

Your engineers can also send ETA tracking links via the mobile app so customers can monitor the progress of their journey.