



# **BUSINESS TECHNOLOGY & OPERATIONS**

**HVAC | PLUMBING | ELECTRICAL**

**October 24-25, 2017 • New Orleans, LA**





Dispatching-It can be profitable!

# Traveling from New York to San Francisco

- The early 1800's took 6 months or better
- In the late 1800's it took from 4-10 days
- Today it takes about 4 hours



# Different Styles of Dispatching

- First come First serve

- Pros: Easy to explain to client, Easy for a dispatcher to follow
- Cons: It's not scalable, You don't control your business, Very inefficient

- Geographical

- Pros: Technicians can run more calls, Increase billable hour efficiency, Potentially increase delivery time
- Cons: May have an unqualified tech on a call, Difficult to save enough in drive time to overcome a better performing tech, Sometimes unable to meet clients demands if client requests a specific technician



# Different Styles of Dispatching

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- “Right” Tech “Right” Call or “Big Dog”
  - Pros: You can really drive revenue, You begin to rule the day, Forces tracking to assure dispatchers are sending the right people
  - Cons: Has the potential to hurt team moral, Can box your business into situation where 1 or 2 individuals make up 20-30% of the revenue, Can lead to employees making poor decisions, Adds stress to the tech/dispatch relationship



# Different Styles of Dispatching

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- Strengths based dispatching
  - This looks at the strengths of the individuals on your team and looks to enhance them
  - To know the strengths of your team you have to track those strengths
  - Pros: You have the best person on the best call, Builds a more trusting cliental, Higher team moral
  - Cons: Takes time tracking, Techs may give push back “big brother”, Forces employees to see where they are weak

FROM THE COAUTHOR OF THE NATIONAL BESTSELLER  
*FIRST, BREAK ALL THE RULES* COMES...

**NOW,  
DISCOVER  
YOUR STRENGTHS**

...olutionary program that shows you how  
... your unique talents and strengths  
... the people you manage. Based  
... over two million people





## 3 Keys to Profitable Dispatching

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- Technician/Sales Person Buy-in
  - They believe the way you are dispatching is best for the client and them
  - Each person understands the dispatching process
  - Field Employees believe that the dispatcher has their interest at heart



## 3 Keys to Profitable Dispatching

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- **Great Dispatcher**

- Needs to have exceptional communication skills, able to multi-task, and a critical thinker
- Is very likable and respected
- Has empathy but is strong and holds the line for the business





## 3 Keys to Profitable Dispatching

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- Leadership

- Dispatch is the heart of the business and you can't let it be a second class citizen
- You have to spend the time looking at the numbers to lead your team
- "Everything rises and falls on Leadership" – John Maxwell

# Questions?

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Thank You!!

