EightPX

Three gaps. About $8,100 a month.

For the busy homeowner. Your other types of customer are a second map.

3 2 1

PREPARED FOR
An invented business

CHECKED AND DELIVERED
Sample

FIGURES
Our estimates

PREPARED BY
EightPX

THE FINDING

Three gaps. About $8,100 a month.

We followed the homeowner whose AC has stopped through your business, from the first call to the bill. You called the biggest one. The other two you didn’t mention.

1	Once the tech leaves, nobody owns the job.	YOUR HUNCH	About $4,800
2	The quote doesn’t know what’s on the van.	NEW	About $1,800
3	The arrival window never reaches the board.	NEW	About $1,500

ESTIMATE Likely cost a month, our estimate. About 5% of $150,000 a month in revenue. Each gap’s page shows how we got to its figure.

The busy homeowner.

Calls the day something breaks. Picks whoever calls back first.

ONE TYPE PER MAP

The homeowner takes one route through your business. Your other types of customer take their own, so each is its own map. We followed this one because you said they matter most.

WHAT WE KNOW ABOUT THEM

Reviews mention callbacks more often than price. WE SAW

Usually calls two or three companies before booking. ESTIMATE · 70%

Judges you on the second visit more than the first. ESTIMATE · 60%

ASKING

Someone picks up, or calls back within the hour.

WE SAW

BOOKING

A window that holds, confirmed by text.

ESTIMATE · 70%

THE VISIT

Fixed in one go.

ESTIMATE · 60%

WAITING

A date, without having to chase.

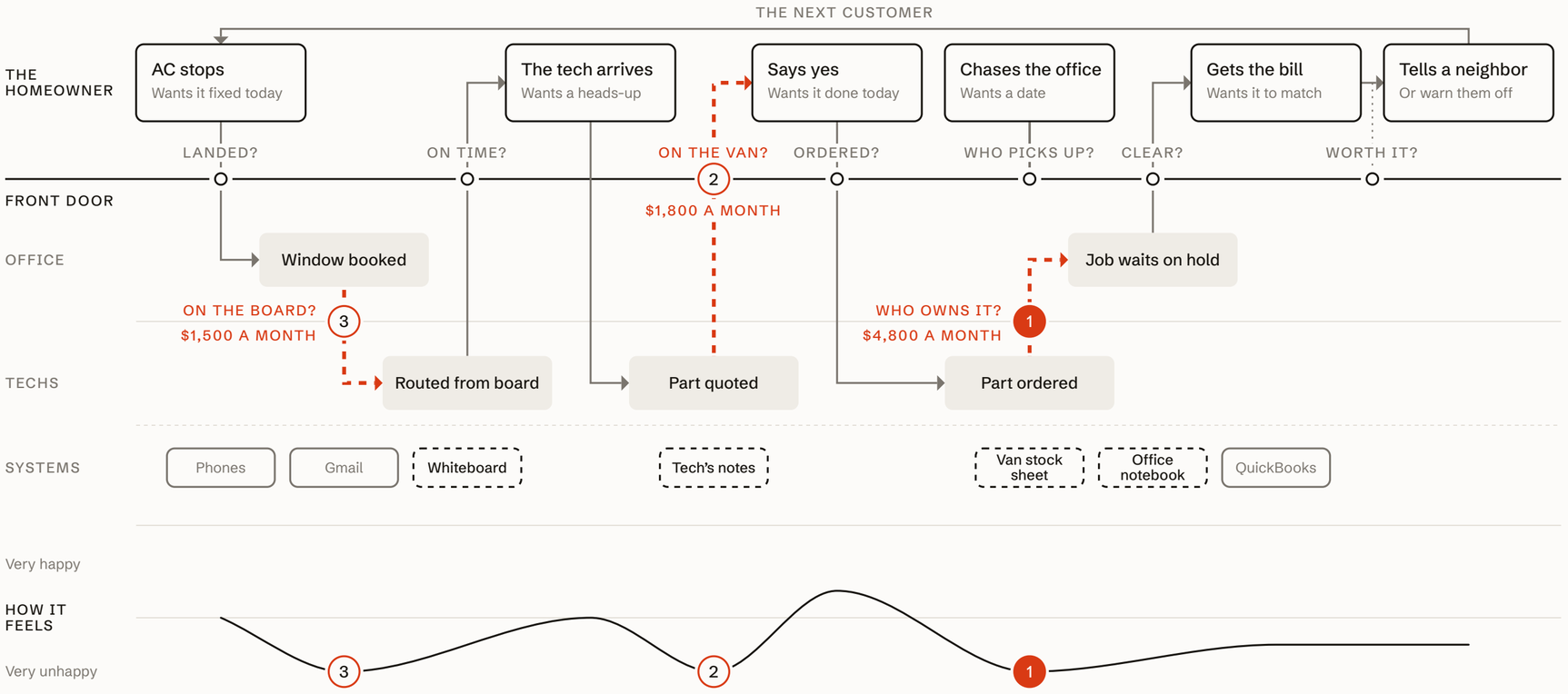
ESTIMATE · 65%

THE BILL

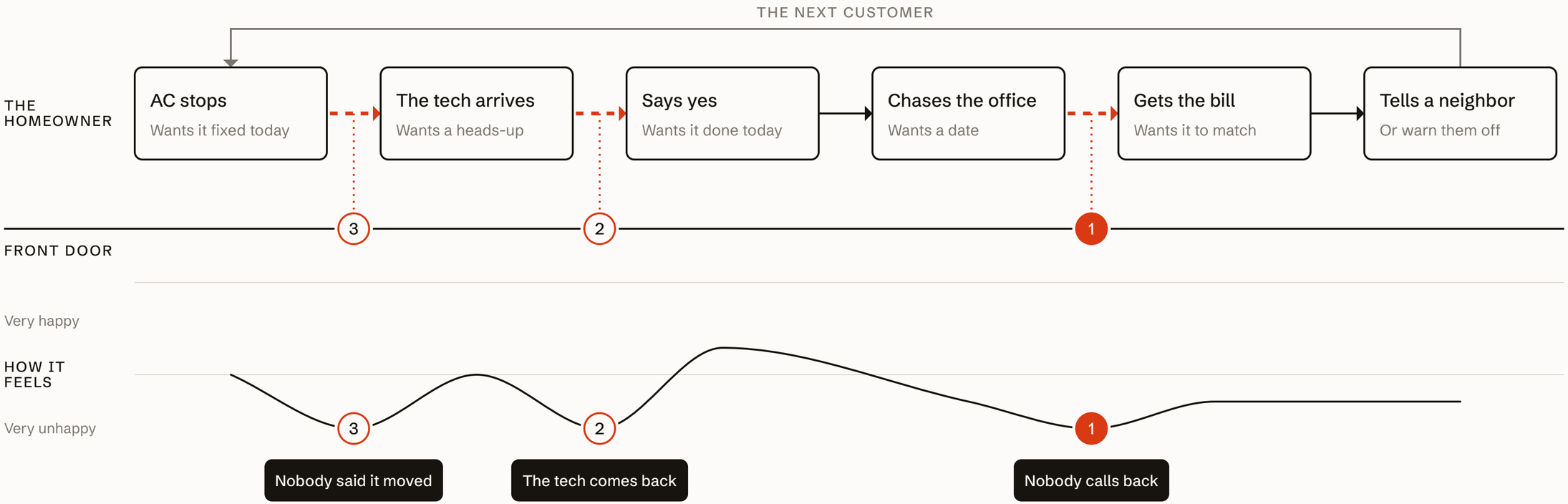
The bill matches the quote.

WE SAW

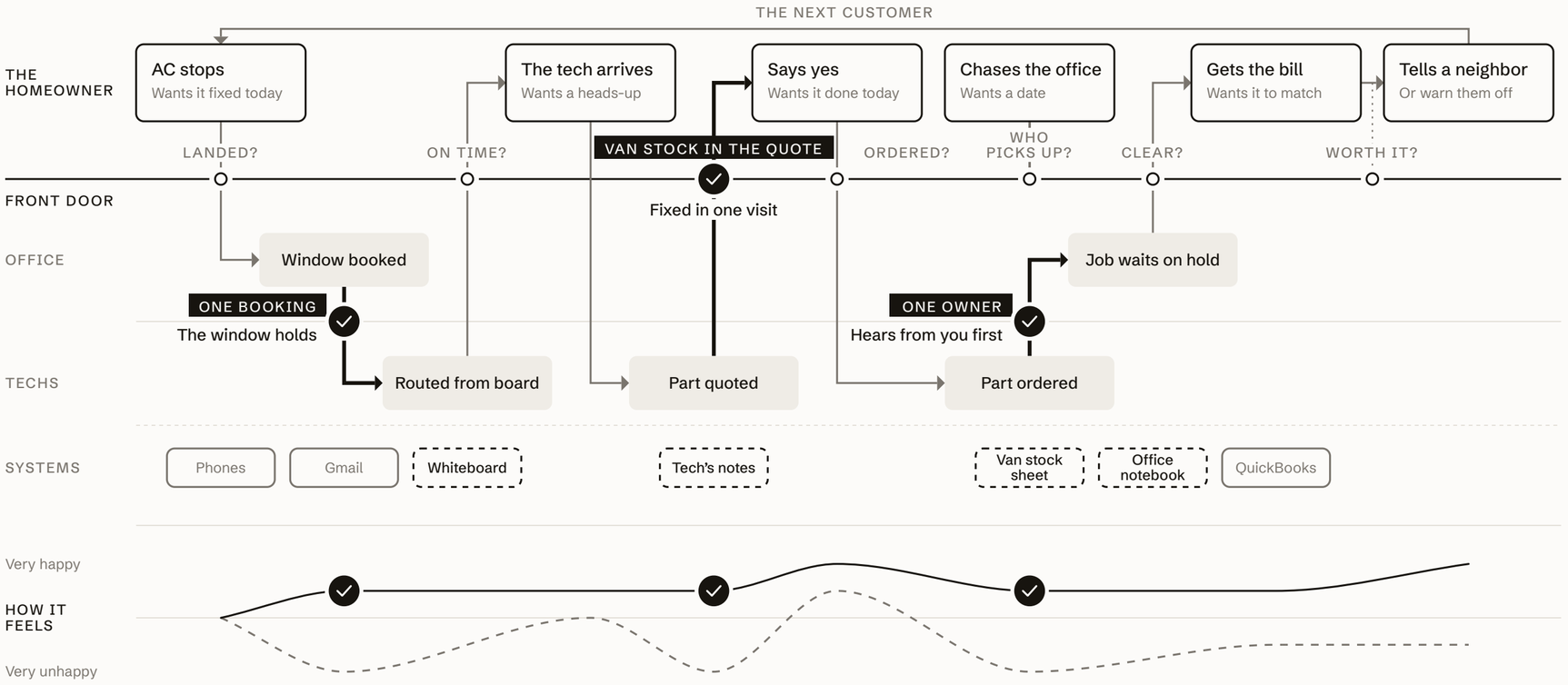
Inside your business.



Your customer's side.



With the fixes in place.



Once the tech leaves, nobody owns the job.

LIKELY COST A MONTH, ABOUT

$4,800

ESTIMATE · 50%

WHAT HAPPENS INSIDE

The office learns a job is waiting when the customer rings. Only one person in the office knows which jobs are on hold.

HOW WE GOT TO $4,800 A MONTH

24
Jobs waiting on parts a month
ESTIMATE · 65%

About $15
Office time chasing, per job (two 10-minute calls)
ESTIMATE · 60%

1 in 10
Waiting customers who don’t book again
ESTIMATE · 50%

About $1,850
Margin a lost customer would have brought in future years
ESTIMATE · 50%

24 jobs x ($15 of chasing + 1 in 10 x $1,850 lost) is about $4,800 a month.

One owner for every waiting job, and they hear first.

Today: they call twice and get two different answers.

FOR THE HOMEOWNER

A date for the part, and a call when it changes

One person to ask, who knows the job

FOR YOUR TEAM

Waiting jobs on one list everyone can see

The office knows before the customer rings

WHAT RUNS IT

SAFE TO AUTOMATE

Part-arrival texts and the waiting list

KEEP HUMAN

The call when a date slips

FIRST STEP THIS WEEK Put every job waiting on a part on the board, with one name beside it.

GOING FURTHER Parts ordered from the van, so the date goes out before the tech leaves.

The quote doesn’t know what’s on the van.

LIKELY COST A MONTH, ABOUT

$1,800

ESTIMATE · 60%

WHAT HAPPENS INSIDE

Techs price parts on the spot. What’s on the van lives in a separate spreadsheet.

HOW WE GOT TO $1,800 A MONTH

12

Return visits a month for parts a van could carry

ESTIMATE · 60%

About $150

Unbilled tech time and fuel, about 1.5 hours a visit

ESTIMATE · 60%

12 return visits at about $150 each is about $1,800 a month.

Quotes that know what’s on the van.

Today: the tech is good, then has to come back for the part.

FOR THE HOMEOWNER

Fixed in one visit, more often

A straight answer on the spot when a part is needed

FOR YOUR TEAM

Van stock in view when quoting

Restock from what was quoted

WHAT RUNS IT

SAFE TO AUTOMATE

Van stock in the quote tool

KEEP HUMAN

What to carry for the season

FIRST STEP THIS WEEK Before each quote this week, have the tech check the van sheet for the parts.

GOING FURTHER Each van stocked from last week’s quotes.

The arrival window never reaches the board.

LIKELY COST A MONTH, ABOUT

$1,500

ESTIMATE · 70%

WHAT HAPPENS INSIDE

The window is written in one person’s notebook. Dispatch builds routes from the board.

HOW WE GOT TO $1,500 A MONTH

12

Visits rebooked a month

ESTIMATE · 70%

About $125

An idle tech hour plus the rebooking call

ESTIMATE · 70%

12 rebooked visits at about $125 each is about $1,500 a month.

One booking everyone sees, and a window that holds.

Today: they take the morning off, and nobody says the window moved.

FOR THE HOMEOWNER

A window confirmed by text

A heads-up when the tech is on the way

FOR YOUR TEAM

Routes built from the booking itself

No windows kept in one person’s notebook

WHAT RUNS IT

SAFE TO AUTOMATE

Confirmation and on-the-way texts

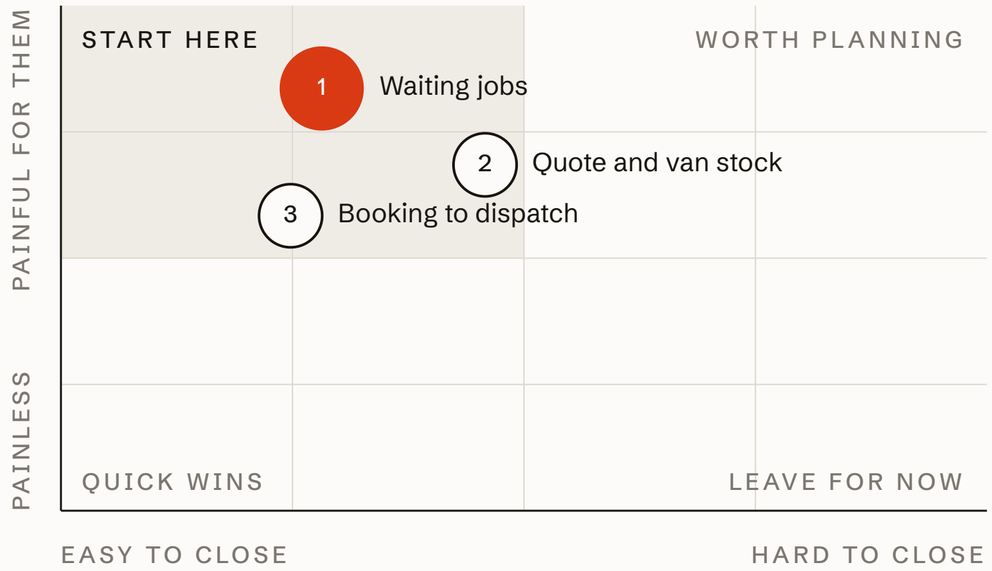
KEEP HUMAN

The call when a window has to move

FIRST STEP THIS WEEK From Monday, write every booked window on the board, not in the notebook.

GOING FURTHER Customers pick their own window online.

Most painful for your customer, easiest for you to close.



1	Waiting jobs	Start here
2	Quote and van stock	Start here
3	Booking to dispatch	Start here

What would make this sharper.

Some of this is our estimate today. Each of these makes it more certain.

Hear it from your customers

A handful of short interviews tests every estimate here against what your customers actually say.

Ask for a price · From $2,500

Confirm how parts are ordered

One short reply sharpens gap 2.

Reply in one line

Add a photo of your dispatch board

Sharpens gap 3 and the cost behind it.

Reply with a photo

Map a second type of customer

A repeat client or a business account takes a different route through.

Ask for the next map · $295

What you told us, what we saw, and what we estimated.

THE BUSINESS

- Heating and air repair and installs for homes. — YOU TOLD US
- 14 people. — YOU TOLD US
- About 120 repair calls a month, more in summer. — YOU TOLD US
- Busiest June to September. — WE SAW
- About $150,000 a month in revenue. — YOU TOLD US

YOUR CUSTOMER

- A homeowner whose AC has stopped. — YOU TOLD US
- Most reach you by phone, some by web form. — YOU TOLD US
- Leaves a review when a callback is missed. — WE SAW
- Often a second-time caller by the time they book. — ESTIMATE · 65%

HOW IT RUNS TODAY

- Phones, Gmail, a whiteboard and QuickBooks. — YOU TOLD US
- Only one person in the office knows which jobs are waiting on parts. — YOU TOLD US
- No shared job status between the office and the techs. — ESTIMATE · 70%
- Van stock is tracked apart from quotes. — ESTIMATE · 60%

Correct anything for 30 days and we'll rerun your report once, free. A different type of customer is a second map.

EightPX

You've seen where it breaks. The next step is yours.

Your readout comes with this report. Book it, and we'll agree where to start. Not your call? Send this to whoever signs off.

READOUT, 45 MIN

We go through your map, gaps and fixes together, and agree where to start.

Included

BUILD-READY BRIEF

Every fix written as requirements you can say yes to, ready to build.

From $2,500

FIXING THE GAPS

A fixed price for closing the gaps that matter, set from the brief.

Quoted

Know an owner who'd want this? Send them to us. They get $50 off, and you get credit toward your next step.

GET IN TOUCH Reply through eightpx.com/contact