

# What Our Customers Say



## About Streamlining Processes



### Mycroft Heating & Plumbing

"Prior to moving to Commusoft it was a pretty laborious process to make an appointment, because we were duplicating information across about two or three, possibly even four platforms - now it's just put in to one.

Everything that we do within the business, every job we go to are within the diary and everything that we need to know comes through or from the diary. And so without it we will be pretty stuck. It's not just simply a diary, it's very feature rich and it's intuitive to use, it's very flexible, easy to move jobs around, changing jobs adding new diary events into existing jobs and it's easy to find new slots when you need to find them.

I feel the diary feature has given us more time to focus on other things. We're able to plan better because you can go and see a customer and you can go on the diary and see what's been going on in the past."

*"It's a very intuitive program."*

**James B.**



Diary and job management has been made so much easier.

**Jill M.**



We have been using this program for around 4 years now. Have to say it's become priceless for helping us run the business.

No paperwork ever gets lost. It's really a great program.

**Robert D.**



Removed virtually all the stress of running a medium sized business.



## How about our Mobile App?

"Great interface and user friendly for using multiple engineers"



4.2 ★★★★★



4.7 ★★★★★

"Great app. All our staff use daily without issues."

"Best app for field service to get the job done"

"We starting using this app two years ago, its simply life changing."



### Thaw Out Heating & Plumbing



"An issue we were having was that we wanted repeat customers. We'd go into a job, we'd fix the boiler or install a new boiler, and that was it - we wouldn't see that customer again.

Now we're able to send customers a reminder and say, 'Look, your boiler is due for service in a month's time. Can I book it in?' Nine times out ten, they did want to book it in, but they just didn't remember. So not only does Commusoft make us more efficient, it also enables us to get more paid work."

*"We're generating more jobs now."*

#### Vince L.

Service reminders are brilliant as the software is generating its own work - so in effect paying for itself!



#### Alan H.

Keeping track of customers and payments is a lot easier now. Payments are now coming back a lot quicker, improving our cash flow.



## About Customer Satisfaction



### Ace Energy Plumbing & Heating

"The customer gets an email saying you need this part, it's going to cost this much money, and all they need to do is click to accept the job. We back it up with an SMS too - it's just polite!

The ease of the process is really to do with the speed and the fact that they can do everything online from their phone, even when they're on the bus going to work. It's easy for them. They haven't got to keep phoning up to organise a return visit or to agree a price."

*"It's all done seamlessly."*

#### Charley M.

We regularly have great feedback regarding our prompt and efficient services. We couldn't offer this standard of service without Commusoft.



#### Angela W.

It gives the customers confidence in us due to the way everything is now presented to them.





## About Support & Training

### Natalie O.

The customer support we have received has been the best of any company we work with.



### David E.

The training was brilliant. Support staff really put you at ease with what you are doing on the software.



### Kerry S.

We have had a brilliant experience with Commusoft and all the staff we have come in contact with. In particular, our trainer was exceptional. Very patient and thorough when explaining processes. Nothing was too much trouble!



### Sian Q.

Extremely good support, pleasant and knowledgeable.



### Paul S.

The support team are quick to review and help us resolve any problems.



[Read more customer testimonials >](#)

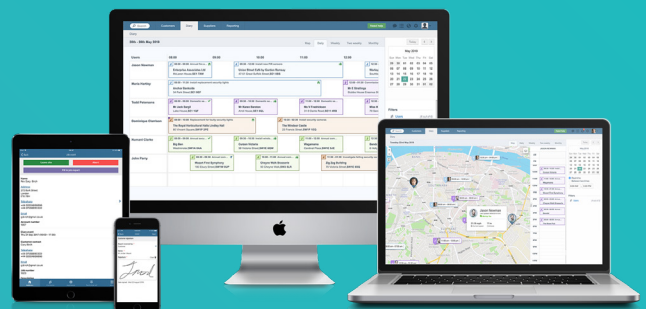


# commusoft

## Ready to learn more?

Our team are here to discuss your specific business needs and how Commusoft can streamline your processes, increase your profits, and improve customer satisfaction.

Please get in touch with any questions.



[Get Started](#)