



Greater Prairie Business Consulting, Inc.

CASE STUDY

**Specialty Contractor -
Filling Station / Convenience Stores
Construction and Service
Multiple Locations in LA, AR & TX**

Post Succession Strategic Planning.

Project Name:

Post Succession Strategic Planning.

Client Description:

Business Type: Specialty Filling Station / Convenience Store Contractor & Service Provider.

Annual Revenues: \$8,500,000.00.

Employees: 40.

Project Description / Duration:

This client is a specialty contractor in the filling station / convenience store construction and service business operating in Louisiana, Texas, Alabama, and Mississippi. The Louisiana-based business just transitioned to the third generation of owners. The focus of this consulting project was on properly positioning the company for the future by introducing the needed industry best practices.

This project was completed in 11 weeks.

Engagement Outcome:

This client realized the following value from this consulting project:

1. The creation of a new profit center for the business: parts sales.
2. A GPS linked timekeeping system to reduce payroll fraud.
3. A project management / service dispatching / fleet management software solution to replace the paper system used in the service department, which significantly improved technician productivity.
4. Increased service call mileage charge of \$0.50 per mile after determining the actual cost per mile of the service trucks was higher than what was being charged, which amounted to \$180,000 per year cost recovery.
5. Hiring managers to take on the new owners' day-to-day responsibilities of the business, so they can better focus on growing and improving the business.
6. Began deducting one hour a day for lunch from each hourly field employee on construction projects for safety reasons, which saved one overtime hour per day from every field employee in the construction division.
7. Reduced the cost of rework by putting in place a "performance-based" incentive in the construction division.

8. Implemented a technician new sales referral and upselling plan.
9. Got the company out of the Yellow Pages, which collectively saved this company and their sister company about \$50,000 per year.
10. Switched the company's corporate credit cards, so the owners can earn travel points.
11. Improved service technician productivity by getting the techs out in the field 15 minutes earlier in the morning and having them complete their paperwork before they leave each job.

Engagement Obstacles And How They Were Resolved:

Several employees smoked in the office. This was a sensitive issue because it included an owner of the business. We were able to put a stop to this practice, which was very much appreciated by all the employees. This change improved the air quality in the workplace while minimizing the company's liability from secondhand smoke.

Results Achieved:

- The owners stated that they received more than a 3:1 project ROI over the 12 months following the consulting project;
- The company enhanced many of its antiquated systems, procedures, and controls;
- The company improved field safety;
- The office became a smoke-free environment; and
- The company significantly reduced its future legal liability both in the field and in the office.