



## HMR Plumbing

HMR Plumbing is a plumbing contractor located in Fredericksburg, Ohio, and serves a number of commercial and residential customers throughout southwest-central Ohio. Under the leadership of Mervin Hochstetler, HMR has built a reputation for prompt, professional service and fair pricing. HMR staff are known for their practical approaches to plumbing installations and troubleshooting problems, and are experts at small and large jobs alike.

## Business Challenge

Every day HMR Plumbing juggles multiple crews working across a multi-county area, serving both city and rural communities. Like many busy contractors, they found themselves wrestling with the daily challenge of keeping everyone on the same page - from the office team trying to track projects to the plumbers out in the field, documenting their work and communicating with the office. They needed a smart software fix that could turn their hectic daily shuffle into a smooth-running operation, without adding more complexity to their already full plates.

## Our Solution

Imagi-Tech recommended its FalconSnap system that runs on desktop PCs, tablets and smartphones. FalconSnap let HMR say goodbye to scheduling headaches and communication gaps. It is a game-changer that keeps HMR's office and field teams in perfect sync. This smart platform helps them run their business smoothly with features like real-time scheduling, instant mobile updates, and quick photo documentation. FalconSnap handles the need to stay organized and in control, wrapped up in one easy-to-use system.

### Budget



### Services

- FalconSnap

### About Imagi-tech

At Imagi-tech, we're a team of passionate developers and designers dedicated to helping businesses grow. From smart web apps to custom software, we solve real challenges with solutions that make a difference. With years of experience in creating user-friendly designs, building websites, and driving e-commerce success, we focus on what works best for you. Let's build something extraordinary together.

## Results

HMR has been running FalconSnap since its entry into the market and is pleased with its impact on their business. Office staff find it easy to schedule work in the field, and the ability to track progress from start to finish. This makes managers happy - and customers! Plumbers in the field are more efficient at accessing daily schedules, documenting work and issues with photos and instant communication with the rest of the HMR team.

## FalconSnap Core Features

- Provides comprehensive task monitoring and timeline tracking
- Offers visual project management tools for clear progress oversight
- Enables real-time status updates and milestone tracking
- Facilitates staff allocation and workload management