

How ITS Cut Repetitive Work and Built for Growth

ITS replaced repetitive manual entry with controlled workflows, and is now extending that foundation to Home Services.



>200

Hours Per Month
Returned to Operations

90%

Faster Job
Creation

REAL-TIME

Synchronization
Across Systems

1

Point of Entry for
Data Across Systems

COMPANY OVERVIEW

Founded in 1976, Industrial Technical Services (ITS) is a family-owned company, in Westfield, with deep roots in the community. Over nearly five decades, ITS has grown by staying practical, responsive, and close to the customers it serves, while continuing to invest in its people and the way the business operates.

INDUSTRIES

Commercial, industrial, education, healthcare, institutional, and residential

CORE SERVICES

Electrical, HVAC, plumbing, safety, building automation, robotics, security & control systems, metal fabrication

LOCATION

Westfield, MA

THE CHALLENGE

ITS had outgrown a process built around OneDrive, Paycom, and QuickBooks Online. Jobs started in OneDrive before employees duplicated the same detail in Paycom and QuickBooks. Home Services operated through a separate process in Jobber.

As ITS grew, every new customer or job added more data entry, document chasing, and opportunity for error. The team was spending time keeping systems aligned instead of supporting projects and customers.

THE SOLUTION

Savvy Source built the Savvy JobPortal to create customers & jobs once, move information accurately into the systems ITS already uses and better manage an ever increasing document load.

The solution connects commercial job setup, field documentation, digital field forms, payroll, and accounting. It also provides a simple interface to manage all necessary job documentation. The next phase extends that foundation to Home Services, coordinating customers, jobs, time, invoices, payments, and exceptions.

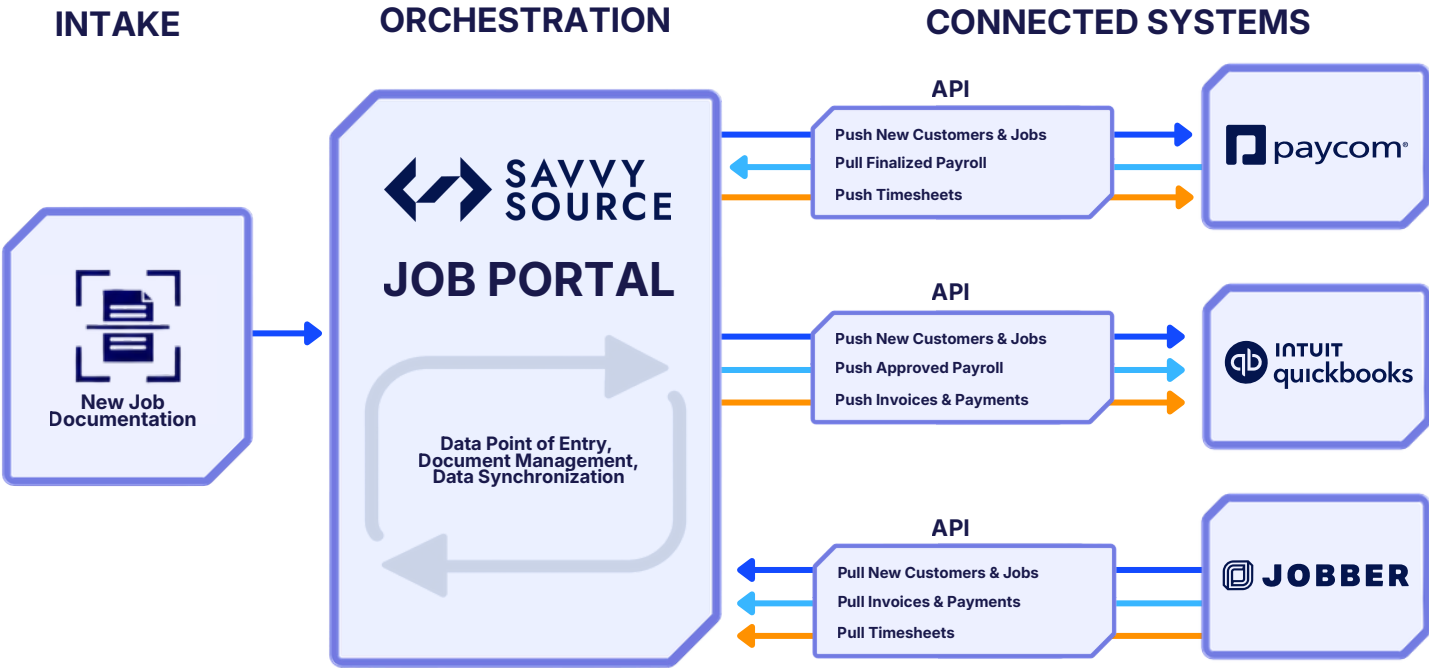
THE OUTCOME

ITS now has a repeatable operating foundation that supports growth without a matching increase in office work. Employees spend less time recreating information and chasing records, giving them more time for customers, special projects, and the work that drives the business.

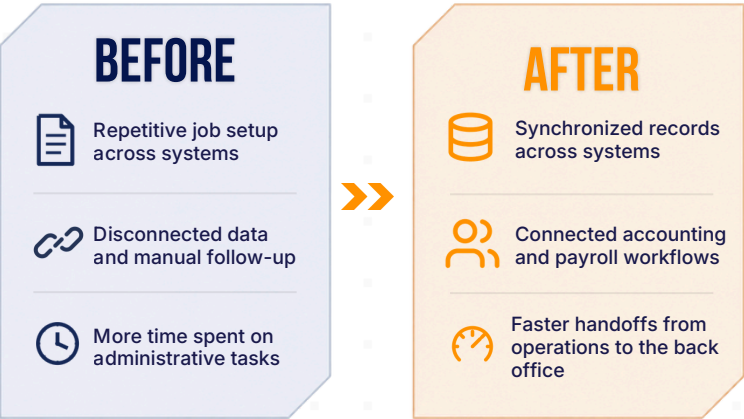


HOW SAVVY SOURCE CONNECTS THE WORKFLOW

Think of the JobPortal as a traffic controller for ITS's information. Whether a customer or job starts in the portal or Jobber, it makes sure the right details reach Paycom and QuickBooks. It keeps documents and updates connected to the right job, significantly reducing re-entry and keeping operations, payroll, and accounting aligned.



WHAT CHANGED FOR ITS FROM MANUAL DATA ENTRY TO SYSTEM ALIGNMENT



"Savvy Source's responsiveness made this one of the easiest software rollouts I've ever been a part of."

GEORGE ASHLEY
VICE PRESIDENT, INDUSTRIAL TECHNICAL SERVICES

ABOUT SAVVY SOURCE

Savvy Source helps companies connect critical systems, automate document-driven processes, and create more dependable workflows from field operations through accounting.



savvysource.io

contact@savvysource.io • (860) 799-4801