

## GlobalSearch® Proved to be the “Korrekt” Choice for Paper-Based Plumbing and HVAC Company

Celebrating more than 65 years in service, Korrekt Plumbing, Heating & Air Conditioning delivers a wide range of services from drain cleaning to furnace maintenance, bathroom remodeling and more. Voted the Best of Dayton, Korrekt and its fleet of 40 service trucks is the leading provider of plumbing and HVAC services throughout Western Ohio.

As one of the largest service providers in the area, Korrekt’s continued success warranted a heavy increase in paper files, which quickly became difficult and costly to manage. Employees grew agitated over the amount of time spent retrieving documents, as Korrekt feared their paper-based processes would decrease productivity and negatively impact their prized attentiveness to customer service.

In an effort to eliminate paper from interrupting their daily priorities, Korrekt turned to technology. The company implemented GlobalSearch Enterprise Content Management software, designed to improve visibility into document processing and workflow, enabling Korrekt to create an efficient digital workplace.

As expected, documents continued to arrive at Korrekt in paper form. But with GlobalSearch, Korrekt efficiently tackled this issue by scanning paper-based files into the system as soon as they were received. With paperwork now handled by less people, Korrekt has seen a 20%

increase in administrative productivity and 10% increased efficiency from Estimators, who now have easy access to past records for streamlined quoting of future opportunities. GlobalSearch

gave Korrekt the cost-effective solution they’ve been looking for.

From offering customers better services to managing the office and fleet more effectively, GlobalSearch has enabled Korrekt to evolve. A user-friendly software solution, GlobalSearch provides quick and easy searching capabilities with all business information securely stored in one centralized area, accessible from the desktop, browser or mobile device. Employees can access files without leaving their desks, which also makes it nearly impossible for documents to be misplaced.

### Snapshot

**Industry:**  
Plumbing & HVAC

**Departments Impacted:**  
Human Resources, Payroll, Accounts Payable, Estimation


**Featured Products:**  
GlobalSearch

**Objectives:**  
Eliminate the manual search and retrieval of paper files by providing a centralized database where the entire company can access business information.

Everyone in the company has access to GlobalSearch, but the departments that are experiencing the greatest impact are Human Resources, Accounts Payable and Payroll. Invoice processing has been greatly improved as Accounting staff can easily ensure management was notified of deal pricing, and approved. Manually searching the file room for a particular invoice or employee record is no longer needed, and each department is noticing improved collaboration through real-time visibility into everyday workflow.

Korrekt’s end of year initiative is to completely eliminate all manual, paper-based processes, as the company expects to save as much as 20% annually in paper expenses. The

GlobalSearch document management solution has presented Korrekt with many options for expansion as necessities arise and their customer base continues to grow. With 65 years of experience providing honest and fair plumbing, heating and air conditioning services, there’s no doubt the benefits of GlobalSearch will expand alongside Korrekt’s continued success. To learn more about Korrekt Plumbing, Heating & Air Conditioning, please visit [www.korrektplumbing.com](http://www.korrektplumbing.com).



**20% Increase in Productivity**



**20% Saved Annually**



**User-Friendly Software Solution**

## Interview: Beverly Shumaker

Administrative Operations,  
Korrekt Plumbing, Heating & Air Conditioning

### Q. What business challenges led you to GlobalSearch?

**Beverly Shumaker:** Since we serve many communities in the area and provide such a comprehensive suite of services to all our customers, paperwork started to pile up and the search and retrieval process we previously had in place was extremely time consuming. Whenever an employee wanted to look something up they had to leave their desks, walk over to the filing cabinets, and sift through all the paper files to find what they were looking for. With many customers in our database, there is a lot of paperwork to go through, and of course there's always the chance of something getting lost or misplaced.

### Q. How have processes changed since implementing GlobalSearch?

**Shumaker:** GlobalSearch has made processes for the Accounts Payable, Human Resources and Payroll departments much quicker. Now, less people are physically handling the documents and each department can look up costs, invoices and more to make sure they are handled correctly. The security that GlobalSearch provides also leaves us feeling very at ease. User-based permission allows for only the necessary people to access certain files. So, now everyone in the company can get to the files they need right from their desks!

### Q. In what ways has Square 9's product suite improved business performance?

**Shumaker:** Now that GlobalSearch has made the search and retrieval process so simple, we are able to reposition some employees to areas where their attention is needed, opening up time for them to focus on projects that are more important. Tasks within every department are now completed faster, but our biggest benefit is the accessibility. There's no more searching for a particular invoice in the file room!



**“ Korrekt has seen a 20% increase in administrative productivity and 10% increased efficiency from Estimators. ”**

**— Beverly Shumaker**

### Q. Would you recommend GlobalSearch?

**Shumaker:** Yes! I believe the product works well and is a great resource for our employees. The Square 9 Support team has also been very helpful. We have received excellent support whenever an issue arises and when we recently migrated to a new server they were there to help us with the transition.