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## Featured Story

# Handyman Service Adds Mobile Technology to Its Tool Belt

4G LTE tablets assisting professional handymen.



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by Michelle Gilbert

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Specializing in home modifications for seniors, HandyPro, based in Plymouth, Mich., has 28 franchises that provide professional handyman services to residential and corporate customers nationwide. As of recently, the handymen and women at HandyPro have added another tool to their belt: 4G LTE tablets.

“The main reason I wanted to integrate mobile technology into our business was because I saw it as an opportunity to streamline our operations and provide our customers with even better service,” said Keith Paul, founding member of HandyPro International, LLC.

By enabling technicians to stay in the field longer, HandyPro has been able to focus on providing its customers with innovative on-site solutions. Using a 3D modeling app installed on their tablets called iDapt, technicians are able to take photos on the spot, modify the images, and show customers before and after pictures of what home improvement projects would look like.

The technology is also helping to make HandyPro more efficient. From processing work orders and dispatching technicians to quoting jobs and sending invoices, HandyPro has reduced its operating expenses and increased its productivity and profitability through its expanded use of technology.

“Using 4GLTE technology in conjunction with our customer relationship management system

has reduced the time it takes to process paperwork, allowing us to provide our customers and technicians with real-time, up-to-date, accurate account information,” said Paul.

Leveraging advanced wireless technology has impacted HandyPro’s bottom line in other ways as well.

“Our technicians are using less gasoline because they drive directly from one customer to another and rarely need to come back to the office, Paul said. “Additionally, we gather material availability needed for jobs via the Internet, so we avoid driving to multiple stores only to find the material is unavailable. As a result, we’re saving on transportation costs, helping the environment by being more green and keeping prices affordable for our customers.”

Tags: [HandyPro](#), [handyman service](#), [iDapt](#), [4G LTE tablets](#), [small business mobile technology](#)

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