

## Vendor Study

# Making maintenance simple and profitable for vendors.

## Company Overview

*Sullivan Handyman Services*

State of Connecticut  
Technician Experience: 6 years  
User Since: 2019

Sullivan Handyman Services is a licensed Home Improvement Contractor in the state of Connecticut. Starting his contracting career in 2015, Jeffrey Sullivan focuses on assisting property management companies looking to maintain and improve their properties.

They take pride in building long term relationships with the companies they service.

From exterior maintenance to asset installation and carpentry, Sullivan Handyman Services mission is to provide lasting relationships and positive maintenance services to all the companies he works with.

*"I find the ease of scheduling and communication with the resident to be one of the biggest benefits of Property Meld. It saves me time from logging the resident's phone number into my phone and sending them a text from my device to their's."*

- Jeffrey Sullivan  
Owner, Sullivan Handyman Services

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## The Problem

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At the start, Sullivan Handyman Services spent much of their time digging through their email inbox to find work order details. This process was time consuming and cumbersome.

Additionally, once a work order was complete, Sullivan would enter job and resident data into a third-party program. Without a dedicated software, work order information and invoicing lived in separate areas of the process.

Sullivan was in search of a streamlined solution to improve productivity and scheduling and create a more positive experience for his customers.

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## The Results

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# + 71%

### Increase in Speed of Repair

*In 2021 alone, Sullivan Handyman Services saw a 71% increase in speed of repair.*

By streamlining critical points in their maintenance process, Sullivan saw a tremendous increase in repair speeds. Maintenance requests were completed faster than ever before.

Quicker repair speeds resulted from improved work order scheduling, two-way communication and simplified invoicing capabilities.

Since property management companies using Property Meld have complete oversight of



# 1 Day

### Avg. Days to Repair Completion

*Sullivan saw a 33% decrease in the number of days it takes to complete a job.*

scheduling and correspondence between residents and vendors, it saves Sullivan time from needing to log additional information that may be required for completed work orders.

After implementing Property Meld, Sullivan experiences faster payouts and saves time with a centralized maintenance hub to get the job done right and on time.

*"When talking to friends, I compared this software to Uber for contractors — I receive a text message with work order information, then can accept or decline the work. Plus, setting times that I'm available."*

- Jeffrey Sullivan  
Owner, Sullivan Handyman Services