

How Key-Land Homes Cut Service Costs And Built An Efficient Warranty Program

Key-Land Homes, one of the nation's largest privately held residential construction companies has consistently built 300-400 homes per year the past three years. Key-Land, a computer-savvy company, encountered the typical frustrations associated with managing a major warranty service program. Some of Key-Land's problem areas included:

- inefficient communication and ability to access warranty information due to geographic challenges which necessitated costly regular travel..
- inefficient use of man hours due to high number of warranty requests per home, large volumes of inbound (from buyers) and outbound (to trades) calls requesting service.
- no subcontractor accountability and unacceptable sub completion times.
- unacceptable service staff completion times.

"Using HŌMsoft has been a good decision on our part. We're more organized and productive..."

"State codes are changing and the building business is always moving. HŌMsoft has changed with us and tailored to our specific needs."

Tom Schutz, Key-Land Homes

In 2004, Key-Land enlisted HŌMsoft as a proto-type client-partner. Using HŌMsoft's warranty process management, record centralization, and universal accessibility, Key-Land deployed a technology/service solution that has drawn praise from their trade contractors, homeowners, and staff.. As a result, Key-Land has:

- reduced incoming warranty request calls to 3-4 requests per week.
- trimmed warranty staff (*field and administrative*) by 28%
- decreased customer warranty requests by 66%
- cut man hours needed to manage warranty requests by 20%, reduced time needed to create work orders by 80-95%
- pared overhead by consolidating warranty operations and records into one main office.
- shortened time staff needed to complete outstanding warranty items by 80%
- slashed sub completion time for outstanding warranty items by a whopping 83%
- have achieved a near paperless warranty department, gained large increases in customer satisfaction, and decreased service-related stress for staff and subs.



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