

# Planet Plumbing Gains Visibility and Reduces Risk by Moving to Jobpac Connect by Viewpoint

## CUSTOMER OVERVIEW

**Type of Construction:**

Hydraulic Plumbing Contractor

**Headquarters:**

Taren Point, New South Wales

**Revenue:**

\$40 - \$75m

**Employees:**

200

**Viewpoint Customer:**

Since 2007

**Viewpoint Solution:**

Jobpac Connect by Viewpoint



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Planet Plumbing is a broad-based plumbing company that has gained an enviable reputation as a trusted expert and leader in the installation of hydraulic services including the hydraulic design, development, and construction of some of the country's prestigious projects. Founded in 1995, Planet began as a one-man outfit and now the company hosts many dedicated tradespeople that assist Planet in becoming one of Australia's most preferred plumbing contractors.

Over 85% of Planet Plumbing's business is focused on delivering large-scale construction projects for some of the largest building companies in Australia such as Mirvac, Abigroup, John Holland, and Laing O'Rourke. Nationally, recent project numbers have exceeded \$350 million to-date, with an increasing focus on projects with hydraulic values in excess of \$10 million. Despite Planet's best efforts to continually improve the efficiency of projects and deliver a service that far exceeds clients' expectations, the company was grappling with inefficiencies caused by a business system it had outgrown.

## Facing Risks and More Responsibility

With demand for Planet Plumbing's innovative solutions growing at an average rate of 45% each year, so too has its need for a robust business solution to improve its bottom line, increase efficiency, reduce risk, and achieve greater project visibility.

"We'd been using MYOB and spreadsheets to manage projects, accounts, and project estimating," says Anthony Alafaci, Group Managing Director at Planet Plumbing. "However, we began noticing the negative impact of using an elementary business processes such as this. For example, within MYOB it is possible to delete the entire history of a transaction. This meant individual users had an inordinate degree of power allowing them to completely remove critical business data, which could potentially lead to severe ramifications for the overall business."

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—Anthony Alafaci,  
Group Managing Director,  
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Alafaci adds: “Furthermore, our reliance on Excel spreadsheets for financial management also carried risks with the key concern being human error. A simple mistake could potentially lead to major consequences such as misquoting or incorrectly invoicing a customer.”

Based on these perceived threats and the growing demands on the business due to its success, Planet Plumbing started researching a replacement system to reduce risk and improve efficiency. Alafaci elaborates, “Rapid business growth gives rise to greater responsibility in better managing projects across multiple sites, as well as specific client requirements and staffing. The necessity to estimate, manage, report on, and forecast jobs more accurately to minimise our financial risk were the key drivers in finding a replacement for our legacy system.”

### [A Reputation of Raising the Bar](#)

Alafaci led an evaluation team that looked closely at solutions over a six-month period with a particular emphasis on one that would improve its reporting capabilities. The team included regional general managers and the financial group. Solutions reviewed included CHEOPS, iProsoft, and Jobpac by Viewpoint.

“During the evaluation process, we noted the many positive comments we received from users about the Jobpac enterprise management solution. These companies were our clients and many of the large building companies we deal with such as Lipman.” says Alafaci.

“It soon became clear that Jobpac by Viewpoint was the right solution for us; its reporting functionality outstripped its competitors,” comments Alafaci. “I was keenly aware of our need for accurate business forecasting, cash flow, and financial planning. Jobpac proved to be the best suited to our needs in all areas. It also had a well-established reputation in the construction business, so we made a decision to cement the partnership and proceed with the implementation.”

Since deploying Jobpac, Planet Plumbing is able to view, assess, and value all projects across the group in a timely manner – something that was impossible prior to using Jobpac. According to Alafaci, “Jobpac has significantly lifted the bar on our project reporting capabilities as

it allocates budgets on all jobs at a detailed level. It also creates proper administration of variations from a single, integrated platform, which provides us with better control over the claims/debtors lifecycle, as well as month-end forecasting.

### Visibility and Security Gained

Jobpac has realized exceptional reporting and visibility since moving to Jobpac. Alafaci explains: "In many ways the reporting functionality has far exceeded our expectations as we now have much more visibility across the business than I could have imagined. In fact, I've come to realise other pain areas that were not previously fully understood using the old system. Due to the deep level of information we can extract from the Jobpac solution, our cash flow planning has also improved dramatically thanks to the quality and quantity of data delivered in an easy-to-read report format."

Furthermore, Jobpac's security mechanisms combined with its fundamental business processes offers a level of data integrity and auditability that is fundamental to Planet's ongoing success, according to Alafaci. "We can now ensure that staff consistently adheres to the transaction processes we've established throughout the company, which cannot be bypassed," he says.

Planet Plumbing relies on the Jobpac Business Forecasting solution in addition to the core Jobpac application. Alafaci explains the value of the comprehensive solution: "This provides a greater depth of business knowledge by allowing us to consistently assess and value all projects controlled by various project managers across the country. Information is stored centrally, creating data integrity and efficiency as we're viewing one version of the truth. The Business Forecasting platform also ensures we're disciplined and consistent in the way we process valuations and conduct forecasting. An added benefit is that we can now extend the monthly valuation process to other elements such as work-in-hand and cash flow forecasting, again effectively raising the bar in terms of month-end processes."

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## ABOUT VIEWPOINT

Viewpoint, a Trimble Company, is a leading global provider of integrated software solutions for the construction industry. Viewpoint software enables customers to integrate operations across the office, team and field to improve project profitability, enhance productivity, manage risk and effectively collaborate across the broad construction ecosystem. With nearly 8,000 clients, including more than 40 percent of the ENR 400, Viewpoint's innovations are transforming the construction industry by fully integrating operations across financial and HR systems, project management tools and mobile field solutions.

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