# Greentree
### PRIMED FOR BUSINESS

# GREENTREE'S API MAKES THE BIG CONNECTIONS

Outstanding ERP system communication builds Comdain Infrastructure's reputation for efficiency and superior customer service.

**CHALLENGE** Comdain prides itself on outstanding management practices and customer service, as well as commitment to rapid response to its clients' needs.

**SOLUTION** Greentree handles large volumes of data related to projects, while integrating easily with internal and external business systems through its API engine.

**RESULTS** Comdain's business is growing rapidly. Its customers appreciate its high level of proficiency, and its sophisticated systems help to better assist new and existing clients.

> "The flexibility of our Greentree system has been central to our success and rapid growth."
>
> **Matt Hughes,** IT Manager
> Comdain Infrastructure

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Comdain Infrastructure is a company that mixes with the big boys. Many of its competitors are international firms that operate in many different sectors, but with the help of Star Business Solutions and Greentree, its reputation for best practices and service puts it ahead of the game.

"The flexibility of our Greentree system has been central to our success and rapid growth," says Comdain's IT Manager, Matt Hughes. "We believe we out-strip our competitors in terms of our technological infrastructure. When we bid for contracts, we demonstrate our integrated IT and field service capabilities to prospective clients; this has helped us to win business."

Star has been deeply embedded in Comdain's business throughout its Greentree history. "They know us, they know what we do and how we operate, which makes our job a lot easier," says Matt. The benefit of this collaboration is highlighted by their joint development of a specialist field application that integrates with Greentree, delivering outstanding customer service.

## API enables best system dialogue

Comdain Infrastructure has been in business since 1962, specialising in engineering and asset management services for major public utilities. Comdain engineers and maintains assets including water pumping stations, water pipelines, or gas distribution networks to name a few. These projects range in value from a million to tens of millions of dollars.

Today Comdain employs in excess of 500 staff in Victoria, Queensland and New South Wales. It's involved in more than a dozen capital works projects, while its maintenance work delivers over 50,000 work orders per annum. Its clients include Multinet Gas, Sydney Water and APA GasNet.

Greentree captures all the job costs for work done by Comdain staff and sub-contractors, and uses APIs created by its API Engine to integrate with other systems, including those of clients, to manage service requests and work orders. This high level of integration has helped to grow Comdain's reputation for best business practices.
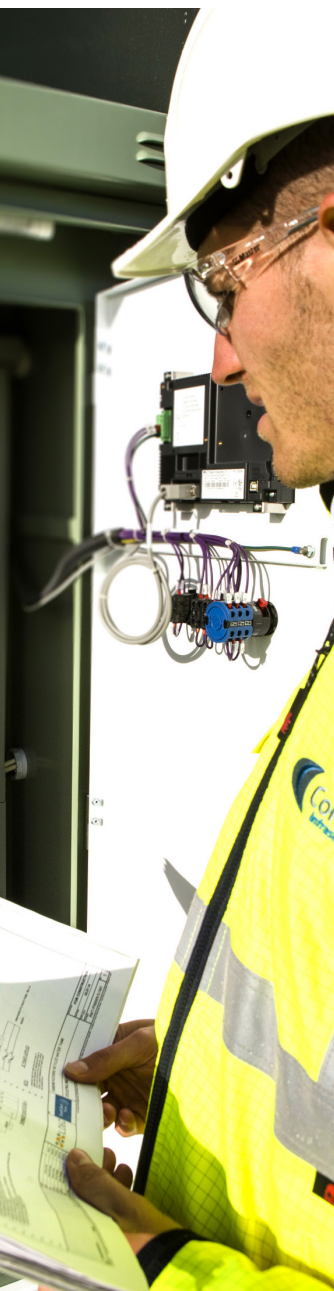
The field application handles service requests, integrating with Greentree CRM via an API. This has enabled Comdain to institute service level agreements that promise response within 60 minutes for emergencies such as gas or water leaks.

"Because Greentree is easy to talk to, it gives us real-time data," says Matt. "For instance, if our client releases a work order into its system, a work order is automatically created in Greentree and sent straight out to staff in the field.

"Having the ability to respond like that is huge. Our business model is based on us meeting targets, meeting the client's needs, and adapting our system to that of the clients."

## One-stop data shop

"Before Greentree, every work order would involve paper, which led to data mistakes," Matt says. "With electronic data flow via an API, we can invoice clients faster, which has increased our efficiency and productivity across the board."

"The expenditure we approve and the invoices we generate are crucial to our bottom line," explains Ben Volombello, Comdain's Infrastructure Project Manager. "A job may entail hundreds of purchase orders and labour costs for dozens of employees on varying pay scales.

"Greentree is a one-stop shop for all the data involving procurement, suppliers and contractors. It makes forecasting and compiling reports easier for me; I can track jobs the way I want to, break them down into smaller components and extract data for my reports in no time."

## A problem-solving partner

Comdain's relationship with Star has been important to its success.

> "(Star) knows us; they know what we do and how we operate, which makes our job a lot easier."

"They're good problem solvers – even on issues outside of Greentree," says Matt. "We often sit down with them to discuss a client's requirements, and they bring back a suggested outcome with time and costs. Star have seen the rapid growth we've gone through and they've grown with us."

"We're delighted with the results of our relationship with Comdain," says Star's CEO, Trish Hall. "Our joint creation of the bespoke field application has been a win for both of us."

"We'll continue to grow, especially in securing maintenance contracts," Matt concludes. "There are a number of opportunities coming up in the gas, water and regional sectors and we'll continue to strive for those key projects. We'll also continue to develop our relationships with our current clients, so they're aware of how we're developing and the technologies we're operating with.

"Superior quality of customer service has won us a lot of business. Greentree helps us to be flexible, improve efficiency, and get more accurate data out of our day to day work."

**Comdain Infrastructure** is a dynamic organisation with an enviable reputation for being a leading construction and maintenance services business specialising in the gas, regional and water sectors. Its mission is to provide excellent customer service and strategically grow its business by diversifying the services it offers and progressively expanding its operations across Australia.
**www.comdaininfrastructure.com.au**

**Star Business Solutions** is Greentree International's most experienced and well-resourced Business Partner and value added reseller and developer. Star Business Solutions has been in partnership with the company since it began and undertaken a number of development projects on behalf of Greentree that have become critical in developing Greentree's total business solution.
**www.starbusinesssolutions.com.au**

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