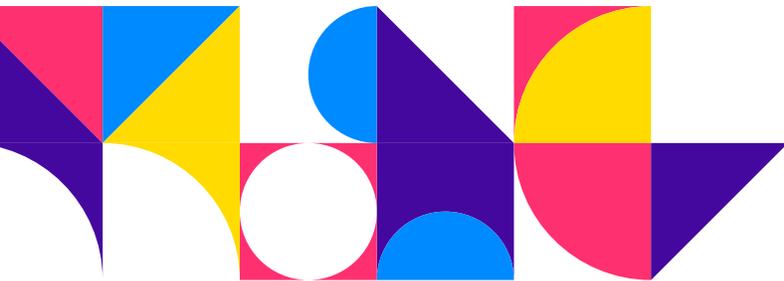


# Going mobile with no-code at Tim Hortons

GDT Repair is a two-year-old company that provides plumbing, electrical and equipment repair for Tim Horton restaurants and other food service businesses in the upstate New York/northern Pennsylvania region.



## Growth mandates new methods

The family of GDT founder and president Blake Tarana bought their first Tim Hortons franchise when he was 12. Today he operates five Tim Hortons restaurants and is building a sixth. Tarana used a local company for maintenance and repairs. But when a fire destroyed the repair company's building, they relocated further away and quadrupled the price. Tarana founded GDT Repair just weeks later.



As the business grew, it stopped being okay to track things on Quickbooks.



"We started with pen and paper," he recalls, "just writing stuff down and leaving invoices with the customer." The initial goal was simply to maintain all Tarana's stores. But there are at least 200 Tim Hortons restaurants in Western New York, along with countless other restaurants and schools all interested in the same services. And as the business grew, says Tarana, "it stopped being okay to track things on QuickBooks. I needed to be able to log in and easily see all the jobs we have open."

**GDT was having their no-code moment.**

# GDT Repair, appified

## Faster

Centralized work orders and billing saves steps and cuts work time.

## More Efficiency

Customer histories tell GDT whether to repair or replace a given item.

## Better Accuracy

Integrating into one app ensures the data is accurate.

## Flexible

The Appify platform easily evolves as field techs' needs change and grow.

Appify is on a mission to deliver transformational agility to businesses through its powerful enterprise no-code app platform. Supercharge your technology team with the power to quickly build user-friendly apps that digitize a manual process or extend the capabilities of your current technology stack.

Visit us at [www.appify.com](http://www.appify.com)

## Appify drives an integrated future

"My employees knew we had to do something different," says Tarana. "So they're on board." If field techs need new functionality, it's easy to add it themselves. "It's a very user-friendly platform."

GDT's new Appify App simplifies every aspect of customer interactions, from sending out invoices to responding to work requests. "Before Appify," says Tarana, "our field techs would write everything out and send it to my office manager,



With Appify, when I need a change done, it doesn't take three months, it takes 15 minutes.



who would then type the same thing into the invoice she sent out to customers. Now it's all there in the app." When customers call in to request repairs, the GDT team can easily go back and confirm what work they actually have and haven't done.

GDT's next step is integrating Appify with the Tim Hortons app. "I want my technicians to be able go into our stores, get a serial and model number of every item, and put it into the app," Tarana says. "So when a store manager needs a new piece of equipment, they can click on it and our app will tell us everything we need to know in order to fix it."

