



# GDT Repair goes mobile with **Rapid Application Development** at Tim Hortons

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



As GDT Repair's business grew, it stopped being okay to track payments, orders, invoicing, and more on Quickbooks. "We started with pen and paper," Blake Tarana, Founder and President of GDT Repairs recalls, "Just writing stuff down and leaving invoices with the customer." The initial goal was simply to manage all Tim Hortons store services through Appify. 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 in their service region.

■ ■ As the business grew," says Blake Tarana, Founder and President of GDT Repairs. "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  
RAD moment.**



# Growth Mandates New Methods

The family of GDT Repairs, founder and president Blake Tarana, bought their first Tim Hortons franchise when he was 12. Today, Tarana 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 weeks later to service his own needs and solve his own problems.

"My employees knew we had to do something different," says Tarana. "So they're on board." If field technicians need new functionality, it's easy to add their required functionality in themselves. "[Appify] is a very user-friendly platform."

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

## Powerful Apps fast, integrated even faster

With Appify, a change to the application doesn't take three months, it takes 15 minutes.

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 to 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."

## GDT Repair, RADified

- ▶ 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 **makes business life simpler** by delivering transformational agility to businesses through its Rapid Application Development 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.

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