

September 2012

Juniper Aspect Field Mapping Solutions™ Increases Efficiency and Revenue for Ohio Irrigation Company

In 1992 in Avon Lake, Ohio, John Newlin started Quality Sprinkling Services Inc. with the goal of becoming the best local irrigation company in the Cleveland area. Twenty years later, Quality Services has achieved tremendous success by providing quality installations and superior customer service while practicing the highest irrigation standards in the industry. John, Owner and President of Quality Services, notes that this success isn't a result of advertising or soliciting for business, but rather by word of mouth and being invited to specific projects by contractors, landscapers, and developers.

Quality Services now employs twelve people and performs irrigation system installations and services, irrigation design, tree inventories, and GPS mapping using Juniper Aspect Field Mapping Solutions™. Juniper Aspect Field Mapping Solutions is a mobile, state of the art mapping solution designed with flexibility and customization in mind. Juniper Aspect meets the unique and specific mapping needs of its users, resulting in accurate as-built and field asset documentation verified by GIS technology. By pairing Juniper Aspect with a Mesa[®] Rugged Notepad, John's team is able to perform irrigation services, maintenance, and repairs for residential and commercial properties with increased efficiency and professionalism.

Juniper Aspect is used in a number of ways at Quality Services, namely to create as-built documentation of existing irrigation systems, design new systems, and to create bids for repairs and upgrades on established properties. For example, John described a large new installation project that his company was awarded because of the tangibility of the design plans. The customer was



John Newlin founded Quality Sprinkling Services Inc. in 1992. He has since become one of the most knowledgeable experts in the irrigation and landscape industry.

Customer Story



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[field mapping solutions]

able to see and understand the irrigation plans before the system was installed, "...and that is something other landscape contractors can't provide," John explained.

Quality Services also uses Juniper Aspect to map established irrigation systems on HOA properties, among other residential and commercial properties. Normally, HOA systems are so large and complex that it is unknown where system components are located. Using Juniper Aspect, Quality Services maps components like pipes, sprinkler heads, valves, control boxes, and coverage areas, delivering clear as-built maps complete with photos, GPS-accurate locations, and parts lists. "It really impresses the customer to be able to find long-lost parts and map them so they can find it themselves later." Often, John will map the entrances to the HOA communities without the customer even knowing about it. He'll then offer the maps and upgrades to make the system more efficient as an added bonus, and it makes for a quick and easy sale.

Lastly, when John and his team are bidding repairs and upgrades for maintenance, Juniper Aspect serves as the perfect communication tool for part specifications and repair locations. John recalls that his business has done very well using Juniper Aspect in this manner.

As for generating revenue for Quality Services, John said, "Juniper Aspect has really enabled us to sell upgrades more effectively, sell the documentation we create, and generate new business because of the advantage it gives us over the competition."

Not only has Quality Services generated more revenue as a result of Juniper Aspect, it has greatly increased the company's efficiency in the office and in the field. "Our team is almost totally



The Mesa Rugged Notepad and Archer Field PC are used with Juniper Aspect to produce accurate, visual as-built documentation of irrigation systems.

Customer Story



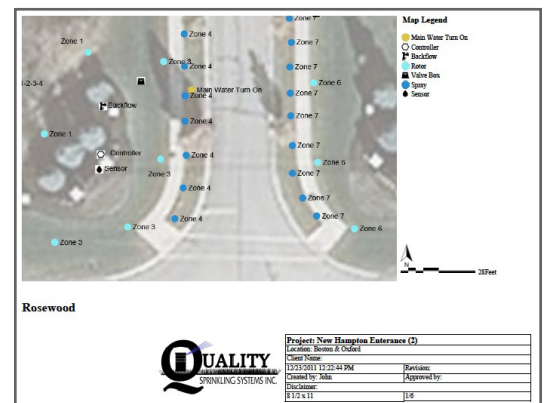
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paperless," John explained. "Our service crews have laptops in their trucks and easily access the PDFs or other files of the as-built maps. This provides a great working knowledge in the field and ultimately saves a lot of time! Not to mention we look more professional too." John recalls designing a large irrigation system for several greenhouses located throughout the United States. The engineer over the greenhouse project fell in love with Juniper Aspect, especially appreciating its value in increasing efficiencies for watering and maintenance.



With Juniper Aspect and a Juniper rugged handheld, "Our team is almost totally paperless."
- John Newlin

With as much as John Newlin and his crew at Quality Services utilize Juniper Aspect today, John is excited to apply it to even more aspects of his business, including more individual residential projects, water audits, lawn fertilization, dog fencing, and low voltage lighting. "I definitely see GIS/GPS technology proliferating the landscape industry in the future. The younger generation will see it as the only way to do business because it makes things so much more efficient and profitable."



Example of an as-built map of a community entrance created by Quality Services using Juniper Aspect.

