

Cultivating Great Client Communication with **BoldDesk®**



Introduction

The leaders of the Down To Earth Landscape & Irrigation company were frustrated to find that customer communication kept falling through the cracks at their offices. Corporate Projects Manager James Culotta, in charge of process improvement, decided that they needed a better system, a place where all messages from and about customers could be kept together. BoldDesk® provided that place, fixing their customer service problems.

[Down To Earth Landscape & Irrigation](#) has been in business in Florida for 35 years. With 15 branches throughout the state and over 1,500 employees, they both build and maintain landscapes for businesses and golf courses. They have a large number and variety of customers, many they've worked with for years, so they could afford the disorganization caused by missed communications at the start..

Challenges and objectives

James' company was using Eagle CMMS for their business management software. While it served its purpose in some regards, it fell short when it came to customer service. James and his coworkers kept running into communication issues.

They decided to adopt a customer service platform specifically to centralize customer communications. They wanted to be able to track all points of contact with clients so that anyone working with them could access all relevant information and respond to any outreach. James set off to search the internet for the best solution.



Solution

Having evaluated their options, James chose BoldDesk for his company's customer service ticketing system. It was easy to use and had the tracking and communication features the team needed. It was also easily within their budget. When he reached out for assistance, the BoldDesk support team was happy to help him implement the software in his company's systems.

Results

James and Down To Earth Landscape & Irrigation were impressed with what BoldDesk® did for their client relations.

"We saw a vast improvement in customer communication," said James. "It's an excellent tool, fairly priced."

Conclusion

If communication issues are getting your coworkers in trouble, straighten out your customer service with BoldDesk®. Improve your processes so you can concentrate on delivering great service instead of worrying about missed opportunities and miscommunication. See what BoldDesk can do for your company with a [free trial](#) or [schedule a demo](#) with one of our experts to ask specific questions.

