

## eTurns TrackStock Case Study

How The Katy Plumbing Company Eliminated Supply House Runs  
and Saved \$750K on Excess Inventory

### COMPANY **Katy Plumbing, Heating & Air**

Plumbing & HVAC Service | Katy, Texas | Founded 2000

**“Before eTurns, our guys used to go to the supply house at least once a day. Now our guys don’t have to chase parts around. We saved 5% net revenue — on \$15 million, that’s \$750,000 — just by having an inventory system.”**

— Anthony Johnson, General Manager, Katy Plumbing, Heating & Air

### The Problem Being Solved

Running 30–40 service trucks out of a central warehouse in Katy, Texas, Katy Plumbing & Heating had a parts problem that was quietly draining revenue every day.

Technicians were making at least one supply house run daily — sometimes two. Each trip consumed an hour to an hour and a half of billable time. With no system to track what was on each individual truck, techs had no reliable way to know what they had before heading to a job.

Inside the warehouse, Bill Kennedy was hand-counting every item daily. Counting and receiving inventory took three hours — and he still missed items. When techs ran short mid-job, Kennedy delivered parts to job sites throughout the day. With 25 or more technicians, emergency delivery requests came in at least twice per tech per day.

The company’s field service management software couldn’t solve it. That system tied tasks to pre-determined parts lists, which didn’t reflect what a plumber actually used on a job. Katy Plumbing needed a system that tracked consumption by truck and by technician — not by task.

### Operational Benefits

- Supply house runs dropped from once or twice daily per technician to nearly zero
- Estimated \$1–2M more per year in billable technician time recovered from eliminated supply runs
- 5% net revenue saved from stocking \$750,000 less inventory
- Inventory counting reduced from 3 hours per day to 3 minutes per day
- Warehouse manager overtime reduced by approximately \$45,000 per year
- Cost of material decreased; real-time part pricing visible inside the app
- Emergency mid-day parts deliveries to job sites eliminated

### Getting the Team On Board

Driving adoption across a seasoned workforce took deliberate management. Anthony Johnson’s approach was direct: remove the alternative entirely. Katy Plumbing stopped allowing supply house runs and made the warehouse the only path for getting parts. Each technician’s individual bin — restocked nightly, ready each morning — made the new process easier than the old one. Full adoption took approximately 18 months.

**“We wouldn’t allow them to use any other way to order their parts. We don’t allow our guys to go to the supply house. There’s no other way for them to get their material. I made it that way so they would have to use the system.”**

— Anthony Johnson

## How eTurns Works at Katy Plumbing

### Individual truck tracking

Each technician has their own login. Parts are logged against their specific truck giving real-time visibility into what is on every vehicle

### Min/max replenishment

Each part on each truck has a minimum and maximum quantity. When stock drops to the minimum, a transfer order is automatically generated for the warehouse

### Warehouse bin system

The warehouse manager pulls parts from warehouse stock and puts them into each technician's individual bin. The tech picks up a restocked bin the next morning before the first job

### Fleet-wide reporting

eTurns generates reports across 30–40 trucks showing what is low. Katy Plumbing sends that report directly to their supplier to restock the warehouse

### Real-time warehouse count

When a truck is restocked, the warehouse inventory count adjusts automatically — no manual entry required

### Differentiation from field service software

eTurns tracks consumption by truck and individual, giving accurate usage data that most field service management software can't provide

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And on keeping inventory levels precise across the fleet:

**"eTurns tells us what we need. We got 30, 40 trucks running around. We generate a report and we ship it to our supplier and we're getting restocked based on their report. Not more than we need, not less than we need."**

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**Anthony Johnson described the daily cycle:** "They put in work orders, the bins get restocked. They pick up the material the next morning and they don't have to spend time chasing around parts at a supply house."

## The Result

Katy Plumbing & Heating transformed its parts operation from a reactive, labor-intensive process into an automated daily cycle. Technicians start each morning with restocked trucks. The warehouse runs on data, not guesswork. Emergency deliveries to job sites are gone. And the hours that used to disappear into supply house lines now go directly to customers.

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Bill Kennedy, Warehouse Manager, put it plainly:

**"With the amount of techs I have to provide parts for, research parts for, and deliver parts to — I would be sunk without eTurns. Instead of 9 to 10 hour days, I would be putting in 12 to 15 hours at least."**

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As Anthony Johnson summed it up:

**"We're not in the parts business. We're in the plumbing business. We want to be spending more time with our customers and less time worrying about parts."**

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## KEY TAKEAWAYS

- eTurns tracks consumption by individual truck and technician — filling the visibility gap that field service software leaves
- The warehouse bin system creates a daily replenishment cycle that eliminates supply house runs without requiring behavior change from techs in the field
- Fleet-wide reporting gives operations managers real-time visibility across 30–40 trucks and drives accurate, right-sized supplier restocking
- Removing the supply house as an alternative — not persuasion — is what drives technician adoption
- Both technician productivity and warehouse efficiency improve measurably when parts are managed with min/max automation