

75% Faster Cycle Counts. Leaner Inventory. More Jobs Completed. How Red Rhino Leak Detection Scaled Field Inventory Across 200+ Technicians.

COMPANY

Red Rhino Leak Detection

Pool Leak Detection & Repair

Multiple US Locations | Growing Nationally

~200 Field Technicians + HQ Staff

"Moving to eTurns has been very helpful with logistics in our branches, helping to track our finances, and with ease of use and adoption. It's allowed us to maximize revenue throughout the year by saving time, effort, money, and fuel."

— Jonny Wall, Inventory & Purchasing Manager, Red Rhino Leak Detection

Red Rhino Leak Detection is one of America's fastest-growing pool leak detection and repair companies, with over 200 field specialists operating across multiple U.S. locations. Inventory & Purchasing Manager Jonny Wall needed an inventory system that could keep pace — easy enough for field technicians to adopt, accurate enough to satisfy finance, and cost-effective enough to scale. eTurns TrackStock delivered on all three.

The Problem Being Solved

Red Rhino had been using Hilti OnTrack for inventory management, but as the company grew, its limitations became daily friction. Monthly cycle counts at a single branch could consume an entire workday — with no way to catch discrepancies before submitting. Consuming a single item required navigating four to six screens. Reports exported as raw Excel dumps, making financial summaries painful to extract.

Branch managers and specialists faced:

- Cycle counts taking 8+ hours with no discrepancy visibility
- 5–6 screens to count or consume a single item
- No receiving — unable to reconcile incoming stock
- Raw Excel exports instead of actionable financial reports
- Manual label creation and distribution via email across all branches
- Competitor solutions with \$100,000+ implementation costs

Red Rhino needed a solution one person could implement company-wide — simple enough for field specialists on day one, yet powerful enough for finance and purchasing.

"The counting system with our old software... you couldn't tell if you had a discrepancy. You couldn't tell if you had an error. Most guys would just count — or skip items — because it was such a headache. It took them pretty much all day."

— Jonny Wall, Inventory & Purchasing Manager, Red Rhino

How eTurns Works at Red Rhino

Barcode-Driven Pulling by Field Specialists

Each morning, specialists scan barcode labels with the eTurns mobile app — items added to cart in just a couple of taps. Role-based room access ensures each technician pulls only from their assigned location, eliminating cross-branch errors.

Min/Max Auto-Replenishment for Branch Managers

As specialists pull items, inventory updates in real time. When stock hits a configured minimum, eTurns generates a suggested replenishment order. Branch managers approve and send directly to their supplier — no emergency distributor runs.

Streamlined Cycle Counts with Discrepancy Detection

At month-end, managers count by warehouse category and review all discrepancies on a single screen before applying. What previously consumed a full workday now takes two hours.

Custom Reporting for Finance & Accountability

Weekly pull reports broken down by technician let branch managers monitor usage and address gaps. Monthly valuations feed directly into finance's budgeting cycle.

Centralized Label Management

Jonny creates and updates barcode labels for all branches from one admin account — no more per-laptop printing or email distribution.

Operational Benefits

For Field Specialists

- Parts stocked and ready — no unplanned trips to distributors
- Commission-based techs complete more jobs per day, boosting take-home pay
- Minimal-screen mobile scanning — fast onboarding, fewer errors
- Real-time on-hand visibility from the field before driving to branch

For Branch Managers

- **Cycle count time cut from 8 hours to 2 hours — 75% reduction**
- Discrepancy review before counts applied improves valuation accuracy
- Automated replenishment eliminates last-minute stockouts
- Weekly per-technician pull reports enable proactive accountability
- Real-time branch inventory visibility — on demand

For the Finance & Purchasing Team

- Stable, accurate branch valuations month over month — no more wild swings
- Consumption data compiled to negotiate better supplier pricing agreements
- Budget-ready financials without manual Excel reconciliation

For the Business

- **Red Rhino hit annual revenue goal post-eTurns — vs. missing it the prior year**
- Dead stock identified and phased out, freeing space for high-velocity items
- Min/max tuning reducing on-hand carrying costs company-wide
- New hire onboarding: short video + Teams message — scales across 180 users
- One person manages all branches, labels, users, and reporting

"eTurns has allowed us to see discrepancies, go back and recount, and verify — before anything is applied. It's helped our branch managers get their inventory valuations as close as possible every month for our finance department to review."

— Jonny Wall, Inventory & Purchasing Manager, Red Rhino Leak Detection

Why Red Rhino Recommends eTurns

Red Rhino evaluated multiple solutions before choosing eTurns. Most competing platforms either carried implementation costs approaching \$100,000 or required dedicated IT teams. eTurns offered flat-rate pricing, a guided onboarding process Jonny could handle solo, and a mobile app simple enough for field technicians to learn in minutes.

"eTurns provided the most cost-effective solution for us — and it allowed me, as just one person, to create labels, organize the warehouse, tag everything, and train the guys on the app across all our branches."

— Jonny Wall, Inventory & Purchasing Manager, Red Rhino Leak Detection

With 160 mobile app users and 25 web users now active, Red Rhino continues to expand eTurns as it grows — confident the platform will scale with them.

KEY TAKEAWAYS

- 75% faster cycle counts — 8 hours to 2 hours per branch
- 180 users (160 mobile, 25 web) across all U.S. locations
- Automated min/max replenishment eliminates emergency distributor runs
- Discrepancy detection before counts applied — accurate valuations
- One admin manages all branches, labels, users, and reporting
- Company hit annual revenue goal after eTurns implementation
- Flat-rate pricing vs. \$100K+ competitor implementation costs
- New hire onboarding reduced to a short video + simple instructions

About eTurns TrackStock

eTurns TrackStock is a cloud-based inventory management app that helps distributors, manufacturers, and field-service companies automate point-of-use replenishment, track consumption in real time, and generate the financial and operational reports that keep businesses running. From barcode scanning and cycle counts to min/max automation and custom reporting, eTurns makes inventory simple — for teams of any size.