

Neighborly and Qvinci

A Franchise Brand Success Story

How Neighborly, the world's largest home services franchise, supercharged its growth with Qvinci:

- **Challenge**

Limited access to timely and reliable franchise location data, lack of brand-defined KPIs, and overreliance on manual processes made it difficult for Neighborly to effectively coach their franchise owners for performance and improve profits across the brand.

- **Solution**

Qvinci provided Neighborly with timely and reliable franchise location data, customizable KPIs, and the coaching tools needed to communicate performance in a manner that everyone understands.

- **Results**

Neighborly now has strong adoption of Qvinci that empowers coaching for performance, improved collaboration, increased profits, and accelerated brand expansion.



Challenge

- Limited or no access to timely and reliable franchise location data
- No brand-defined KPIs or business intelligence standards
- Coaching was reactive at best, due to overreliance on manual processes
- Franchise owners and brand operations lacked trust and collaboration

Solution

- Near real-time access to mapped franchise location data
- Customizable KPIs, dashboards, and actionable brand-defined financial insights
- Easy-to-deploy and simple-to-use coaching tools and technologies
- The right solution that drives a culture of collaboration, profits, and expansion

Results

- Collaborative and transparent data-driven coaching for performance
- Improved franchise owner performance, profits, and brand expansion
- Cost-effective, simple to implement, and easy to use
- Mass adoption across franchise locations (86%+) and growing

“Overall, *it's been transformative* for the Neighborly brand. If you don't know your numbers, you don't know your business.
— Jeff Palla (President, Mr. Handyman)

Neighborly

An Overview

The world's largest home services franchise brand, Neighborly helps customers find and hire locally-owned home services experts whose work has been vetted by homeowners and business owners in their neighborhoods. Since its founding in 1981, Neighborly has grown to include 29+ brands with over 5,000 locations worldwide. The brand continues to grow franchise concepts organically and through strategic acquisition.

Challenge

Neighborly had difficulty accessing timely and reliable franchise owner P&L data. The lack of up-to-date franchise data created detrimental hurdles in coaching franchise owners toward established brand-defined KPIs and business intelligence. When metrics were available, they lacked useful context and franchise owners were unable to make sense of them. Many owners were reluctant to take on automation and either distrusted the process or resisted it. Overall, it was difficult for the brand to cultivate a culture of collaboration and financial performance. Neighborly needed the right technology to overcome these hurdles, coach for performance, and grow their franchise owners and the brand.



Solution

Qvinci provided Neighborly with a cost-effective solution that facilitates the near real-time collection, consolidation, and mapping of all franchise location data. Qvinci enables Neighborly to establish brand-defined KPIs and benchmark across their ecosystem. The flexible and user-friendly solution provides Neighborly a holistic view of their ecosystem while dialing in on the details that drive performance and improve coaching.

Qvinci's tools, such as the Franchise Wellness Dashboard and KPI Scorecard, empower the franchise business coaches to identify trouble spots in advance, create custom KPIs based on ecosystem metrics, and run comparisons based on Neighborly's custom-defined, ideal range of values. Franchise owners also have accurate comparisons with Qvinci's peer benchmarking. As Jeff Palla, President of Mr. Handyman, so aptly put it, "Nothing tells the truth like the numbers on the Qvinci KPI Scorecard."

Results

Neighborly coaches are now empowered to coach for performance more effectively. With everyone now on the same page, coaches can effectively communicate the profit roadmap with franchise owners and monitor their performance in near real-time. Neighborly coaches also use Qvinci to establish trust with franchise owners, define game plans, and engage in constructive recap-and-review sessions. It's a powerful collaboration that benefits the brand and the franchise owners as well.

Qvinci has also proved effective in empowering franchise owners who have strong business instincts but might lack the financial literacy they need to succeed. Its user-friendly interface with clear metrics that anyone can understand makes it easy for Neighborly to encourage adoption.

Neighborly has achieved strong location integration with the Qvinci solution, with the goal of ensuring 100% adoption. With Qvinci in place, franchise owners can easily gain clarity on business goals, improve the performance, and build on the trust and the relationship they have built with their business coaches in a collaborative environment.

As Neighborly expands with new brands, new franchise owners, and new territories, Qvinci has also served as a product sales tool.



Qvinci *is that secret weapon* for our brand and our family of brands."
— Jeff Palla (President, Mr. Handyman)



Your Next Steps

Ready to take your next steps and see how Qvinci, the industry-leading franchise financial management solution, can transform your franchise brand?

- 1** [SCHEDULE A DEMO](#) with one of our expert Solution Consultants and discover how easy Qvinci is to implement.
- 2** [VISIT OUR LEARNING CENTER AND ATTEND](#) one of our product-focused webinars.
- 3** [VISIT OUR LEARNING CENTER AND ATTEND](#) one of our thought leadership webinars.
- 4** [START YOUR FREE TRIAL](#) to fully experience Qvinci hands-on.

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ABOUT US

The leader in franchise financial performance, Qvinci helps brands effectively measure, monitor, and communicate financial performance in a manner franchise owners understand, resulting in increased profitability, faster growth, and improved compliance. Qvinci's patented solution automates processes and workflows like the collection, consolidation, and mapping of franchise owner data into a brand-defined Standard Chart of Accounts, providing near real-time access to the actionable insights that matter most.

Powerful performance and business intelligence tools like the Franchise Wellness Dashboards, KPI Scorecards, Alert Notifications, Benchmarking, Ranking, Predictive Analytics, and Cashflow Forecasting have all been proven to facilitate a brand's ability to partner with franchise owners more effectively, resulting in improved profitability for everyone. Best of all, Qvinci is cost effective and easy to use. Qvinci's turnkey Customer Success Team makes the implementation and adoption process simple and straightforward.