

# Cook's Plumbing Achieved Digital Transformation and Better Customer Experience with Technology Solutions from Exigo Tech



Exigo Tech assisted Cook's Plumbing in enhancing their business operations through digitisation, leading to improved customer satisfaction and efficient delivery management.



**INDUSTRY**

Trade



**LOCATION**

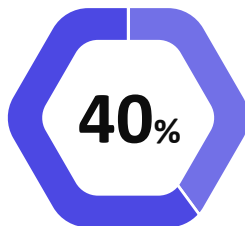
Australia



**SERVICES**

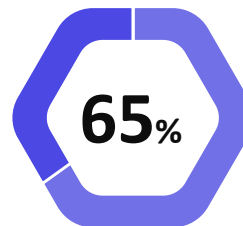
Applications,  
Custom Development  
& Integration

## NUMBERS THAT MATTER



### COST SAVINGS

Digitalising business processes with our technology solutions resulted in a 40% reduction in administrative costs.



### TIME SAVING

Integration with other third-party apps reduced the amount of manual work required and allowed invoices to be added automatically to the third-party app, saving time and effort.



### POINT OF SOURCE

The streamlined business processes through Cook's Connect resulted in improved order management, allowing clients to gather necessary product details from a single source.

## ABOUT THE CUSTOMER

Cook's Plumbing is the largest supplier of reliable and efficient plumbing products to its customers. The company has an extensive presence in Queensland and NSW, encompassing eleven trade stores, a home builders division, six retail showrooms, and a commercial projects division. With over 200 skilled employees, the company holds a prominent position as one of the most significant plumbing suppliers in the industry. As a founding member of Plumbing Plus, which has a vast network of 320 stores across Australia, Cook's Plumbing offers a broad range of options to its customers. The company specialises in new construction projects of both residential and commercial properties.

# THE CATALYST FOR CHANGE

Cook's Plumbing, a leading plumbing company, faced several challenges in their digital operations. Despite the increasing preference for online shopping among customers, managing invoices and purchases required the use of third-party apps, leading to a disconnect between the customer experience and business operations. Furthermore, the software used to manage product deliveries was not scalable enough to meet the growing demands of customers, causing difficulties in keeping up with customer demand and hindering the company's growth prospects.

To address these challenges, the team at Cook's Plumbing sought a solution that would integrate their existing website and mobile app and improve business operations.



## THE SOLUTION PROVIDED

To address the challenges faced by Cook's plumbing, [Exigo Tech](#) provided an innovative solution by developing an online business system called Cook's Connect, which allowed customers and business partners to self-service their requests, manage their business, and get quotes or add orders from anywhere and on any device. This system was also integrated with other third-party apps resulting in improved flexibility and customer experience.

Our team also developed a solution called Cook's Transport System (CTS) to further streamline business

operations, which enabled store managers to define, refine, and plan deliveries for the delivery personnel. With real-time information and mobile access, delivery executives could manage deliveries more efficiently and provide an improved delivery experience.

As part of our commitment to [digital transformation](#), Exigo Tech plans to continue building more integrations with other software and apps in the upcoming phases of development for Cook's plumbing.

# THE IMPACT CREATED

Our solutions enabled Cook's plumbing to improve communication between internal and external clients, increase accessibility to products and pricing, and improve delivery management with streamlined business processes. Additionally, the customisable nature of the Cooks Transport System (CTS) provided Cook's Plumbing with complete control over their operations, allowing them to support their evolving business needs effectively. As a result of our solutions, Cook's Plumbing experienced several benefits, including:

Clients were able to gather the necessary product details from a single source and generate a quote or order, resulting in an improved quote to order management.



Our solution made it easy to generate reports and manage and pay invoices.



Integration with other third-party apps reduced the amount of manual work required and allowed invoices to be added automatically to the third-party app, saving time and effort.



Dependency on the third-party solution for product delivery management was eliminated.



Timely delivery of the products was ensured as store managers and delivery executives were able to communicate directly through CTS.



## TESTIMONIAL

"I approached Exigo Tech to build a custom application where our customers could log in through a web browser and view count information, product catalogue, submit orders and more. Their clear understanding of what is needed to be achieved and knowing ways to improve the user experience was critical for the project to be a success."

Alex Hadaj, Head of IT - Cook's Plumbing

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