

Heating, Ventilation and Air-Conditioning Focus on Field Service: HVAC



FieldAware Providing Seamless Integration through your HVAC Workflow

HVAC companies face some unique challenges in field service.

For most HVAC companies, a significant proportion of their work may be emergency calls, which come in that day. These must then be prioritized and worked into the day's schedule, meaning the ability to dispatch effectively is critical. HVAC companies also deliver a wide range of services that are highly complex and require the right skills, parts or tools for the individual tasks.

Often times, workflows have a number of dependencies , which need to be stuck to, in order to complete the job. Many companies cover everything from design to install, renovation and service work, meaning each day is different from the last.

The HVAC industry is evolving fast, with HVAC units becoming more complex, equipment becoming smarter and more connected and intelligent buildings are increasingly in demand. If you have a team in the field closing out work or performing service, running an efficient and connected business is core to your success and bottom line.



Visibility and Real-Time Connectivity into the Field

FieldAware provides the leading made-for-mobile field service management solution for HVAC companies. Built to enable field workers, our leading solution focuses on simplicity, ease-of-use and flexibility making it quick to adopt and tailored to individual business needs.

The processes of capturing and dispatching service requests are streamlined, **saving as much as 80% over the effort of a paper-based process.**

Real-time visibility comes from the instant access to job status, customer information, location, parts and asset information and notifications all from a technician's mobile device. Office staff can sync job information to the field in real-time so tasks like reassigning and rescheduling can happen in seconds.

Centralizing scheduling data allows all staff to view it as needed; from service requests and customer histories about a specific asset at a specific location to existing order status of billing questions. The information is consolidated so that it is easily and readily available—rather than spread across numerous systems or even on clipboards and whiteboards in multiple locations.

Key Features

- Maintain seamless real-time workflows between the office and the field
- Schedule and dispatch work orders straight to your mobile workers
- Dynamically assign crews with matched skills and create timeslots for long duration jobs
- View complete job and field worker status anytime, anywhere
- View customer, location, job and asset details on the FieldAware Mobile app
- Collect photos, capture customer signatures and show parts used on a mobile device
- Experience an intuitive interface, offline functionality and use on iOS, Android and Windows phones and tablets



Business Benefits

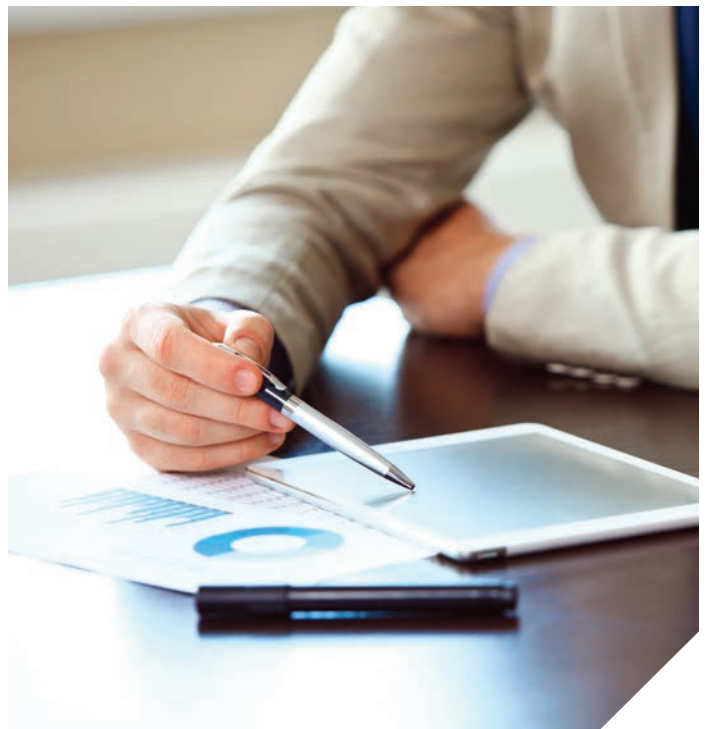
Using FieldAware brings unrivalled benefits and savings to HVAC companies:

Eliminating Paperwork

One of our HVAC customers had a paper problem. The paper-based work order system they'd been using for decades was inefficient and expensive. Technicians had to visit the office every day, so travel costs were high and technicians had less time for jobs. Processing the paperwork meant significant administrative overhead and time as it took 7-10 days to invoice their customers from the job completion.

FieldAware solved the paper problem. All work orders are now generated and submitted electronically. As a result, the company:

- Significantly reduced the number of office trips by technicians, cutting travel costs and increasing revenue-producing hours.
- Eliminated the need for administrative overhead dedicated invoicing.
- Decreased the time from service completion to invoice from days to minutes.



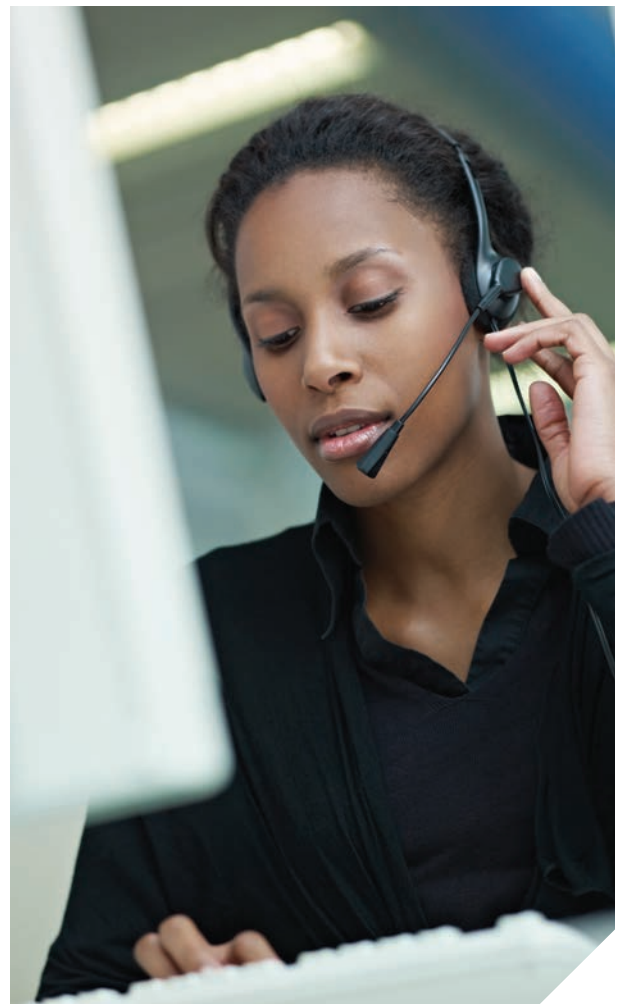


More Efficient Service Calls and Improved Cash Flow

Another of our HVAC customers realized that cloud-based technology was the best way to make their business processes more efficient, and maximize profits. This company was able to see a number of benefits after implementing FieldAware. They have both residential and commercial customers, so they wanted a solution that could handle both. By using FieldAware they now can connect with a specific technician or multiple technicians to assign jobs, alert them of a new job, or a change in a scheduled job. The technicians can access all of this information on the mobile app. The dispatch capabilities provide alerts, location tracking and job status. It also works as a time sheet to ensure that work is being recorded correctly and quickly. They also integrated their price book in the FieldAware app to email estimates, which the customer could easily sign, saving time as well as keeping an accurate account of what has been done.

They estimate saving 40-60 hours a week **“No time is wasted, the technicians get jobs faster, and we can track the job status so they can immediately go to the next job. Jobs are completed more quickly, so we can schedule more jobs per day with the saved time.”**

They were also able to see tremendous benefits by integrating FieldAware with Quickbooks. **“The easy sync with QuickBooks eliminates double entry of invoices in our accounting system and we can simply e-mail invoices to customers.”**



Business Benefits continued



Better Customer Service

One other FieldAware HVAC customer was looking for ways to reduce paperwork, increase the profitability of their business, and deliver better service to their customers. Prior to FieldAware the dispatcher would receive calls and dispatch jobs to the technicians by manually typing text messages. Technicians would write out paper estimates on site and then return completed work orders to the office at the end of day, causing extra drive time and lag time.



Now, the dispatcher can quickly review each technician's status using the scheduler and assign new jobs to the next available technician. On site, technicians can collect more information with the mobile app. For instance, the tech can record the model and serial number of each piece of equipment. **“With this type of information stored in the customer's record, we can easily determine what parts are needed to complete the job.”**

They also use FieldAware reports to predict their customer needs. **“If I see that 20 of our customers have the same furnace model, it makes sense to start carrying replacement parts for that model.”** That means faster service since they no longer have to order parts through their distributor when the need arises. Instead the trucks are fully-stocked with the proper parts.



Why choose FieldAware?

Whether you are developing what you have or starting from scratch with your field service solutions, FieldAware removes the confusion from the decision-making. From our vast experience we've found that there are some simple principals to follow -

- Ease of integration is key. There is no need to upgrade other systems to simply allow better workflow to and from the field. There is significant investment in existing systems so extending their life through integration is important to help leverage their use.
- Implementation needs to be as quick and straightforward as possible. Being up and running in days, not months should be the realistic goal meeting the business objectives and delivering a much faster ROI.
- Any solution should be easy to use. Complicated systems will take longer for workers to adopt, may be bypassed and worked around. How quickly your technicians take to the solution will again affect the ROI.
- All software needs to be agile and able to move with the next generation. Developments are moving fast and your vendor needs to keep pace.



Connect with FieldAware

FieldAware simplifies field service management. We provide solutions that not only solve your field service issues but that are easy to use, fast to implement and integrate seamlessly with your existing systems.

To learn more about our solutions
or to schedule a demo:

Call us on

US and Canada **800-935-0736**

UK **0800 098 8487**

Australia, APAC **1800 821 628**

Email us at sales@fieldaware.com

Visit www.fieldaware.com

