



## Kommerical Refrigeration Improves Invoicing Operations and Secures Deal with Legoland

Kommerical Refrigeration specializes in residential, commercial, and industrial air conditioning and refrigeration services. They have been around since 1986 and are located in Winter Haven, FL (Polk County), with 90% of their work being done in this Central Florida region. They are a team that offers fair pricing without cutting corners, so being short on work is far from an issue for Kommerical Refrigeration, doing as many as 30 work orders a day. While that’s an amazing accomplishment, it isn’t easy to achieve, especially when quality is a huge priority.

**Industry:**  
HVAC

**Regions:**  
Central Florida

**Key facts:**

- Exclusive HVAC provider for Legoland attraction park
- Over 30 years in business

***“Now an invoice is created at the job site, signed, and it’s done. Before it could take up to 2 weeks to complete and now it’s almost immediate.” – Jack Richmond, Manager of Kommerical Refrigeration, Inc.***

### Key Challenges: Keeping track of their Work and Parts, Efficient Invoicing

In order to be able to keep up with the demand, they needed to improve from their old school ways and keep up with and take advantage of the technology in the evolving world around them. Kommerical Refrigeration was struggling to keep track of the work that they had, work that was coming in, obligations that they had to go back and attend to such as ordering parts, and invoicing. It was very inefficient to keep track of equipment as far as what’s going on with it, because the customers would be curious too. This resulted in a lot of unnecessary back and forth between technicians and customers.

**“We would be getting 20 phone calls a day about the same piece of equipment.”** They needed an all in one solution that could streamline everything.

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## Results: Time Management, Decrease Total Invoicing Time, Inventory Management

**“Before it was just hammer and chisel and trying to remember everything. Having technicians go to a job and find out what the problem is, but then they might not even have the parts they need to fix it or might not know where it is.”** Now, when the technician figures out what they need, they just go into MobiWork and see if they have it in their truck or in the shop. Keeping track of inventory is beneficial for Kommercial Refrigeration because it’s a way to ensure that they do not have too much of a product, and it also helps technicians know which parts they do or do not have with them. **“My phone doesn’t ring 20 times a day with 10 different people calling about the same equipment. Now I just look at MobiWork and know if it’s been taken care of or when it’s going to be done.”**

Invoicing time has been reduced immensely. Before MobiWork, employees had to hand write an invoice, get it signed, take it to the accountant and by the time everything was said and done the invoicing process could take 2 weeks. **“Now an invoice is created at the job site, signed, and it’s done. Before it could take up to 2 weeks to complete and now it’s almost immediate.”**

Kommerical Refrigeration’s customers are very receptive and have embraced their new capabilities; and as a matter of fact, they **“just landed another major contract with Legoland where MobiWork was instrumental in securing that deal.”** With the addition of the contract with Legoland and assuming a lot more responsibility, Kommercial Refrigeration was fully aware that they had to kick it into high gear. With this deal they are in charge of maintaining anything that gets cold, from freezers to ice machines for the entire attraction park. This is done once a month or every other month depending on the equipment, as well as any repairs that emerge. **“Having MobiWork provides us with the extra confidence in managing our growth. It gives us peace of mind that we can reach the next level while executing flawlessly with major customers such as Legoland.”**