



Weathershield Air Conditioning increases productivity by 70%

Weathershield Air Conditioning is a family owned and operated quality HVAC and plumbing installation, maintenance, and service repair company, with other offerings including duct cleaning, dryer vent cleaning, and blown in insulation for residential and commercial work in Polk County, Florida. With 9 years of being in business, a full team of extremely knowledgeable staff, and almost 6,000 customers, they stand behind all of their work and do whatever it takes to please the customer.

“Over the years, MobiWork has increased our productivity by 70% and has taken our company to another level.”

- Christina Altman, Manager at Weathershield Air Conditioning

Industry:

HVAC

Regions:

Central Florida

Key facts:

- Almost 6,000 customers

Website:

ilovemyac.com

Key Challenges: Locating Information, Optimizing Schedule

Being in the service industry is challenging on its own, but Weathershield has been successful in making a name for themselves. With such a wide range of customers, Weathershield was having difficulty locating information specific to each customer case. Sometimes customers need to be seen only once a year, and if that was the case there wasn't a set process that allowed a technician to look back at the customer history. Weathershield used to rely on an appointment book to keep track of their customers, which isn't very systematic or productive. **“We want to be leading the industry and be as efficient as possible.”** They needed to be more efficient as a company in every aspect, from the office to the field. They

were desperately in need of a solution that would optimize their schedule and allow them to save time and money in fuel on technicians.

Results: Productivity Returns, Reduced Turnaround Time

At the beginning of the day, they see any calls or emergency calls from the night before. If any didn't get serviced yet, they are easily able to see how they can optimize it into their schedule for the day. MobiWork let them see whose route it fits into best and when it makes the most sense. Since MobiWork, Weathershield Air Conditioning has progressed and experienced the ability to obtain and fulfill more jobs. They now have a reliable process for following up with customers and jobs which increased their overall productivity by 70%. The overall turnaround time starting from the time a customer calls, to dispatching, to the time the job is done has been reduced by 90%. They do more jobs while growing and progressing as a company. In addition, **"We really do enjoy working with MobiWork and they have been super helpful as far as changes and making sure business is on the right track"** said Christina Altman.

Something that is extremely helpful in boosting productivity is capturing pictures into MobiWork to keep track of the exact work history so there's no confusion or questions. From this documentation, customers are organized from first to last appointment. If a customer hasn't been serviced in 3 years, Weathershield is still able to look up their exact history from the reason for the visit, to the diagnosis, to the correction and everything in between. This especially helps cut the cost by making sure technicians have exactly what they need at the time of installation because they know what they need ahead of actually arriving onsite. Weathershield has been building throughout the years and is continuously expanding their business.