



HOME COMFORT SOLUTIONS

Royce McCann, President

ORGANIZATION OVERVIEW:

Home Comfort Solutions is recognized as a Premier Service Air Conditioning & Heating Company in the Houston area. The McCann family has been serving the greater Houston area since 1957, providing the best HVAC service experience for thousands of homeowners. President Royce McCann has been in the industry since 1969, and he obtained his Texas State Contractors license in 1982. Home Comfort Solutions provides a wide array of guarantees that ensure their clients receive the best care, the best quality, and the most competitive price available.



THE CHALLENGE:

Home Comfort Solutions was facing rapid growth and management was considering hiring additional customer service representatives and dispatchers and purchasing additional airwave radios, on which they had been relying for technician-to-office communication and support, but realized the costs associated with hiring and training more staff would be extensive and the process would be time consuming. Looking at their prospects for future growth and hoping to keep the number of customer service and dispatch representatives to a minimum, Home Comfort Solutions needed a solution that worked for their budget and growth plan.

THE SWREMOTE SOLUTION:

SWRemote team members traveled to Houston to meet with Home Comfort Solutions' owners and management team and explained how quickly and easily Mobile Technician field service software could be implemented into the company's day-to-day business activities.

Because Home Comfort Solutions was already running SuccessWare®21 operations and management software, Mobile Technician was the perfect solution for their dilemma as it allows home services providers to add more technicians and increases the number of calls each technician can make without the need for additional admin or dispatch staff.

Upon choosing Mobile Technician as their field service software, Home Comfort Solutions placed an order for the necessary hardware through SWRemote's hardware vendor partner, VPN Systems. Knowing how important it was to implement Mobile Technician before Home Comfort's busy season, SWRemote scheduled an onsite training session for the day after Home Comfort received their hardware and worked with the company to make sure their price book, agreement information, and additional reference information were optimized for use with Mobile Technician.

Home Comfort's techs received a 4-hour onsite training course to ensure they were comfortable processing jobs in Mobile Technician. After the course, SWRemote's implementation team also spent time with the management, dispatch, and office staff to ensure all information entered from Mobile Technician was properly received and that the workflow was efficient and effective. "Having the implementation team come to our facility and walk us through the functionalities of Mobile Technician that were unfamiliar made the implementation much easier for us," said Home Comfort's president, Royce McCann. "We needed a solution that could be in place very quickly, before our busy spring season, and SWRemote made sure it was possible."

Just three weeks after their order was placed, Home Comfort Solutions was running Mobile Technician and realizing the incredible benefits of a complete mobile framework.



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THE RESULT:

Home Comfort Solutions has a business solution that allows them to continue their growth without having to substantially increase their staff.

The company outfitted their technicians with Motorola MC55s with Card Swipe attached, enabling them to process a significant amount of their work in the field. In addition to completing calls on the device, Home Comfort's technicians are able to manage their time cards, build customer invoices, take payments, and log job notes right at their customer's locations, freeing the office staff to focus on other revenue generating activities and drastically reducing the number of data entry errors and amount of time usually involved in field-to-office communication. The company also saves money on merchant processing fees when using Mobile Technician to gain credit card approvals in the field.

Mobile Technician works within Home Comfort's budget and in conjunction with the SuccessWare®21 software they were already using and the company was able to see the expected return within days of implementation thanks to the onsite training session.