

Comfort Systems USA goes paperless and streamlines day-to-day operations

SUCCESS STORY



Comfort Systems USA is a nationwide company providing commercial HVAC, mechanical and electrical contracting to customers ranging from small businesses to Fortune 500 companies. The Company has 38 operating units in 72 cities and 86 locations throughout the United States.

“Fluix makes things smoother, a lot more efficient. It really puts more power in the fields reps hands.”

Stephanie Lloyd
Construction Business Development
MTech Texas

60,000+
completed in Fluix

100+
people in the field

72 cities
operating in

Challenge

Given the business and team growth, company managers noticed a significant communication gap between the field and the office staff. **“Our process before Fluix was paper-based. We were using paper for everything.”** - says Stacie Tillery, Administrative Service Manager at Comfort Systems USA, Ohio. Problems with this process:

- 1 Contracts were delivered to the office with delays
- 2 Paper documents were getting lost and damaged
- 3 Technicians handwriting caused miscommunication
- 4 Paper costs were constantly increasing

Solution

Comfort Systems managers wanted a digital transformation to streamline their day-to-day processes and enhance their overall operations more effectively. The rollout process was simple and quick, since the technicians found the Fluix app extremely user-friendly.

Results

1 Went Paperless

No need to keep track of 40 different documents. It's all in one place at the click of a button and it goes to where it needs to go. **"All that documentation is right at the fingertips, it's on the iPad"**, says Stephanie Lloyd.

2 Keep electronic records

Having electronic copy of the work orders, field workers always have something if they need it.

3 Decreased expenses

Elevated productivity lead Comfort Systems to save costs spent on paper and related expenses.

4 Reduced visits to the office

Field workers not driving to the shop on Friday to hand their time sheet in. Just fill it out, click and done. They can even do it after hours if they want to. It gives them a lot more power, information, and more resources at their fingertips that they can submit documents quickly and easily.

5 Speeded up customer billing

Getting payroll posted quicker, in order to bill customers has been a huge improvement for the company's back office operations.

"It's been wonderful we've not only improved our processes, but we've saved a lot of money on the paper."

Stacie Tillery, Administrative Service Manager
Comfort Systems USA

Contact us to make a step forward

e-mail: sales@fluix.io | website: fluix.io

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