

Case Study: Alpine Mechanical Services

The Challenge

As a technology-oriented HVAC provider that specializes in servicing the retail industry, Alpine Mechanical Services has always leveraged the latest tools to work at peak efficiency. Keeping in line with this corporate vision, last year Alpine Mechanical saw an opportunity to help improve communications between its home office and technicians through the use of wireless field service devices.

“We saw the potential of sending automated e-mails to our field technicians,” said John Kunzier, vice president of business development, Alpine Mechanical. “The goal was to electronically communicate the daily schedules to our technicians without calling the technicians or the technicians having to check an e-mail account.”

The Solution

To enable the e-mail notifications, Alpine Mechanical approached Data-Basics, a primary technology provider whose SAM Pro Enterprise software is used by the company to manage its dispatching, service management and accounting. At the time, SAM Pro Enterprise did not allow for direct access of the day schedules and equipment history via BlackBerry devices. However, the ability to generate reports at any time day or night and then distribute the reports via e-mail or fax was already built into SAM Pro Enterprise in a component called ReportAnywhere.

Using the existing system architecture, Data-Basics' applications development team made a modification to SAM Pro Enterprise in order to format the report distribution software's output to display on BlackBerry devices.

“Data-Basics worked really hard to enable something that it had not previously done for a customer,” said Mark Barraclough, Alpine Mechanical's president. “Everyone we worked with at the company went above and beyond to make this project happen.”

Company

Alpine Mechanical Services
Doylestown, PA

Vertical Industries

HVAC service for retail shopping centers

Country/Region

United States/Nationwide

Solution

BlackBerry devices, with Honeywell diagnostics add-on, interfaced with SAM Pro Enterprise

Solution Description

Integrated software uniting service management, wireless field service, accounting and dispatching

Ultimately, this solution aligned well with Alpine Mechanical's corporate position known as Cumulative Data Acquisition. Simply put, this means that it looks for ways to streamline processes to eliminate duplicate data entry, from the field to the back office.

Results

When implemented in concert with other technologies in place at the company, Alpine Mechanical has streamlined its operations to become one of the most efficient HVAC service providers to the retail market. "SAM Pro Enterprise has been a key component to the success of Alpine Mechanical and, in turn, the success of our customers," said Barraclough. "It's been integral in helping us improve our level of service through technology."

Furthermore, Alpine Mechanical has incorporated technology from SAM Pro Enterprise into proprietary tools such as *Service Linx*. This solution places a technician's office onto a wireless device, including phone, e-mail, Web access and a close out tool to help complete jobs efficiently and effectively. Such tools allow the firm to better track both work orders and techs while gathering a variety of data in real time.

But perhaps the most important result of implementing this solution has been a shift in the way the company's technicians feel about using wireless devices in the field. Barraclough commented, "Overall, our technicians were reluctant to use the devices at first. Now, they have not only embraced the technology but find it indispensable in getting the job done."

Service Linx is a registered mark of Alpine Mechanical Services, LLC.

Data-Basics

www.databasics.com

Corporate Headquarters

9450 Midwest Avenue
Cleveland, OH 44125
(p) 800-837-7574
(f) 216-663-5454

Kansas City Office

13849 Mur-Len Rd. Suite 1
Olathe, KS 66062
(p) 800-480-0944
(f) 913-397-8490