



Seasoned HVAC company experiences 100% increase in productivity

Rescomm PHC is an experienced (over 20 years in business) heating, cooling, and plumbing contracting company headquartered in Riverhead, New York, servicing in and around the Suffolk County area. They offer a variety of services for homes and businesses including heating and cooling repair, replacement, maintenance, temperature zoning, gas piping, service upgrades, air quality, and HVAC design. Whether you simply need servicing or need to replace or invest in new equipment, Rescomm is available and eager to solve your problems. Not only are they reliable, but they are exceptionally efficient and honest with the work that they do and have the utmost appreciation for their customers.

Industry:

HVAC, Plumbing

Regions:

Suffolk County, New York

Key facts:

- Over 20 years in business (1999)
- \$1.5 million in annual revenue

“MobiWork has been super easy to use and is a perfect fit for us. We were even able to configure the solution to address the specific needs of our company.” – Vicky Texidor, Office Manager of RESCOMM

Key Challenges: Receiving Work Orders, Time Tracking, Payroll

For Rescomm, receiving work orders in a well-organized way is critical to keep things running smoothly and to be able to do as much business as possible. With work orders management comes time tracking for the employees in the field and that was something they struggled to monitor. This also made it difficult when it came to payroll. With a main goal to keep and gain satisfied customers, Rescomm knew they needed something that would help them to oversee every facet of their business.

Results: Efficient Work Orders Management, Dispatching & Time Tracking

After deploying MobiWork, **“It was easy to do time tracking, sending out workorders, and billing. It’s working really well.”** said Vicky. The technicians used to rely on tablets, now they are able to use MobiWork from their smartphones. With this gained convenience, they are more eager and willing to use the system. A couple of the biggest improvements are time tracking and sending out work orders because of how quick and easy MobiWork makes the process. **“It’s been great for me also because I now have the ability to work from home too.”** The technicians can even start their day straight from their home and go out on the road to the first job right away. There is no need for them to go to the office before. They now clock in and out through MobiWork and have workorders sent directly to them. Then once the technicians are on the road, they are able to go from one job to the next, making their scheduling much more practical with the most suitable and appropriate routes to fit into their day.

“MobiWork has been super easy to use and was a perfect fit for us. We were even able to configure the solution to perfectly fit our company”. Another benefit they are gaining is having access to a materials list to fill out for ordering parts on the workorder. They click the list and fill in what they need, and it automatically sends an email message to the office manager, which is then all set to send to a supplier. In addition, they also have plans to transfer billing over to QuickBooks in the future. Overall, **“We have experienced a 100% increase in productivity since using MobiWork”**.