



MobiWork becomes the backbone for Southern Coast Electrical, Air Conditioning, Plumbing and Construction Field Operations

Southern Coast isn't just your average field service company. They have separate companies for HVAC, Plumbing, Electrical, and Construction, with headquarters in Boca Raton, Florida, they have technicians on call for all areas of South Florida, 24 hours a day and 7 days a week. They specialize in commercial, residential, new, rework, high-rise industrial HVAC, plumbing and electrical services, and anything from home safety inspections, estimation services, power failure and preventative maintenance. They also specialize in generator installs to keep your lights on when the power goes out. With 12 years of experience under their belts and over 10,000 customers and counting, Southern Coast needs to be ready for anything.

"MobiWork reached every single goal that we had, and it has become the backbone for our HVAC, Plumbing, Electrical, and Construction Companies."

- Jonathan Dow, Owner – Manager

Industries:

HVAC, Plumbing, Electrical, Construction

Regions:

South Florida

Key facts:

- 12 years of experience
- 10,000 customers
- \$4 million in annual revenue

Website:

southerncoastfl.com

Key Challenges: Organization/Structured System, Project Management

Southern Coast is fortunate enough to be an extremely busy company with multiple projects and jobs happening simultaneously. While this led to the expansion of the company, they experienced their fair share of growing pains. Organization was not a strength for them in the beginning and they were finding it difficult to meet their goals. Not only were they expanding, but they were expanding with four trades (HVAC, electrical, plumbing, and construction). And now also solar and roofing as well!! They had so many different outlets that needed to be covered. **“All we were using were phone books and sticky notes. There was no system, and no way to track our guys.”** Relying on sticky notes and a little text messaging here and there wasn't something that was going to help their process.

Results: Boost in Productivity and Time Management, Consistent Procedures

Since Southern Coast didn't have any software before MobiWork, a typical day for them involved giving workers a clip board with a note book piece of paper with the jobs they needed to do, and at the end of the day they turn that piece of paper back in. Now, the workers download an app that shows them exactly where their job is and how to get there with turn by turn navigation for a fool-proof experience traveling to and from customers. They take all of their notes, and attach pictures of the job. This way they can tell exactly what the worker did for that particular job. **“I liked it because I liked something new, I liked the innovation. MobiWork reached every single goal that we had, and it has become the backbone of our 4 companies.”** Southern Coast saw major improvements in productivity and time management. They were able to develop policies and procedures and replace the bad habits with new ones that benefit them. “If you have the right policies and procedures in place with the right software, you can't fail.”

“There is no more nonsense of writing things down and the “Oh, I forgot what I did there”, because now the facts are documented forever. We know exactly who, what, when, where, and why a job was done.” All across the board MobiWork has helped notate locations of equipment for Southern Coast with model numbers and serial numbers, which is helpful for warranty purposes as well. They are able to justify and come to an agreement on a better price for job costing. MobiPath is a feature that stands out for them because they are able to see the exact locations and path of their employees.