

Customer Success



“Our entire work order process is now faster and transparent, allowing managers to dispatch more effectively and provide immediate, proactive email updates to clients.”

- Christian Engle, President, Commercial Air Conditioning, Inc & Electric

Company: Commercial Air Conditioning, Inc. & Electric (CAC-CE) provides heating, ventilation, air conditioning (HVAC) and electrical services to commercial businesses in Central Florida.

Industry: Construction

Region: Americas

Company Size: Small Business

Email Environment: Microsoft® Exchange

Type of Solution: BlackBerry® smartphones and BlackBerry® Professional Software

BlackBerry® Alliance Member Solution: WorkTrack™ Service Management by Corrigo™

Challenge: CAC-CE wanted to streamline their entire work order dispatch process. They needed a mobile wireless solution that could enable faster, more complete exchange of work order information and updates between office dispatchers, field service technicians and managers.

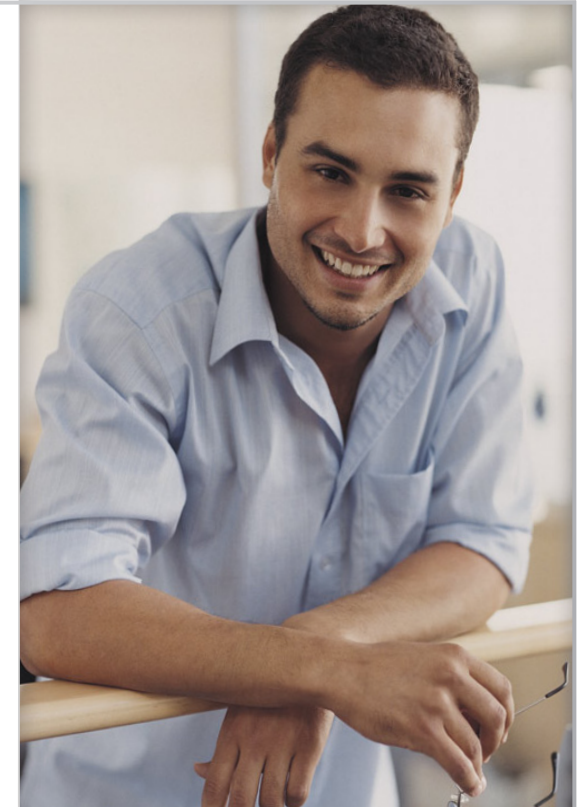
Solution: CAC-CE installed BlackBerry Professional Software and provided all employees with BlackBerry smartphones equipped with the WorkTrack Service Management application by Corrigo.

Work orders are created in the WorkTrack application by CAC-CE's dispatch staff and pushed out to field service technicians' BlackBerry smartphones. Technicians then use the WorkTrack application on their BlackBerry smartphones to update work orders while in the field.

Managers also use the WorkTrack application on their BlackBerry smartphones to access and approve work order changes. BlackBerry Professional Software gives CAC-CE the platform to mobilize this application and nearly instant access to mobile email. With it, managers can keep customers informed by proactively emailing status updates on any work order.

CAC-CE's Results

- Reduction in phone calls from mobile field service technicians to dispatch with the BlackBerry solution
- Helped to increase productivity of field service personnel
- Ability for managers to approve urgent work order requests on-the-go enhances customer experience
- Wireless access to email lets managers approve work orders from the field, speeding up the approval process



BlackBerry

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