

# ROI SHOWCASE

## Air Technologies

### FIELDCENTRIX CASE STUDY

#### Air Technologies

**Headquarters:** Columbus, Ohio

**Line of Business:** Industrial Equipment

**Even with Air Technologies,** a division of Ohio Transmission, at the top of its industry, the Columbus, Ohio-based distributor of industrial compressors saw even greater opportunity ahead. Their customer base, built over 40 years, promised additional volume and profit from aftermarket service—if they could find the right system to manage it.

Field operations had outgrown their enterprise software's service module. Administration costs were rising despite retrofits and personnel investments. Worst, customer satisfaction—the cornerstone of the business—was trending down.

Rather than patch problems, Air Technologies boldly set out to transform their service business. The search for a partner to help design and implement new business processes using wireless technology led to FieldCentrix. Air Technologies chose FieldCentrix for its field-proven wireless service solutions, comprehensive understanding of service workflow and long history as Field Service specialists.

Working side-by-side, FieldCentrix and Air Technologies documented business processes looking for opportunities. They also defined and tracked key performance indicators (KPI) to help measure ROI.

The implementation was complete, as promised, in 120 days. Phil Derrwo, Air Technologies'



President and CEO, said: "I pitch FieldCentrix because they did everything they said they would—on-time, on-budget and with ROI on every feature."

Air Technologies' FieldCentrix solutions now dispatch and manage the activities of field service technicians working from 12 locations across six states. Instant, constant communication and field-proven service workflow gave Air Technologies the

service transformation it was looking for, in just weeks of use. The numbers tell the story: Work-order paperwork down 95 percent; service scheduling time down 94 percent, to one minute; technician-to-dispatcher talk time down 80 percent; revenue-generating field service quotes up 50 percent; 'status-check' callbacks to customers eliminated; service call steps down 68 percent, from 19 to 6.

The bottom line is payback, with an internal rate of return of 34 percent due to efficiencies and revenues from the FieldCentrix solution. And more, as Derrwo puts it: "We are competing against more than other companies, we are also competing against customers' expectations, and we feel that FieldCentrix gives us a much better chance at meeting those expectations."



#### CONTACT INFORMATION

**FieldCentrix, Inc.**

8 Hughes

Irvine, CA 92618

(888) 552-0101 or (949) 784-5000

sales@fieldcentrix.com

www.fieldcentrix.com