

IMPACT BRIEF

CLIENT:

J.S. Thomas Service, Inc.
Alpharetta, Georgia

DESCRIPTION:

J.S. Thomas Service, Inc. is a full line mechanical service company offering commercial and industrial HVAC design, installation, maintenance and repair. Equipment retrofits for roof top units, chillers, cooling towers, controls and other HVAC equipment. J.S. Thomas serves commercial office, medical, government, data centers, educational, manufacturing and other commercial, industrial and institutional facilities throughout Atlanta and the north Georgia area.

CLIENT NEEDS:

Client believes its market advantage is an unmatched level of personal customer service. Client was seeking to convert its paper forms to mobile forms to eliminate errors caused by illegible field technician handwriting, eliminate loss of paperwork and provide forms that are more professional-looking and easier for customers to read. Client had tried another mobile form product but found it was cumbersome for field technicians to use and was looking for another product that was easy to use and did not require office staff to perform programming and maintenance.



SOLUTION & IMPACTS:

iBusiness Technologies deployed MobiliForms with four customized forms on 13 iPads. The mobile forms were recreated from existing paper forms and included a service ticket which captures work performed, reason for service call, contact information for billing, quantity of parts and materials used and labor hours. Additional forms included a refrigerant log, pricing request sheet and time sheet. Completed forms are stored in a cloud-based file sharing service. Every field technician is assigned a folder and has access to his own folder while the home office has access to all folders and forms instantaneously resulting in improved customer service and faster billing.

SOLUTION SUMMARY:

PRODUCT & SERVICE MIX:
MobiliForms®
iPads
iPhones

SOLUTION PARTNER:
iBusiness Technologies
New York • Chicago • Philadelphia