



"FieldEdge has revolutionized our company. Our technicians are generating far bigger tickets and office staff spends much more time generating new business."

AARON COLLINS

Service Manager, J&D Heating & AC

J&D Grows Revenue 43% and Increases Service Agreements 3x with FieldEdge



INDUSTRY | HVAC

LOCATION | Fort Myers, FL

Aaron Collins is J&D's Service Manager. Like most service managers, he manages technicians' schedules and day-to-day operations.

In July 2016, J&D implemented FieldEdge's cloud software and Aaron's day became significantly easier.

J&D MOVES TO THE CLOUD

The transition to any new software can be challenging, but with the help of FieldEdge onboarding, Aaron and his team were up and running in no time.

"The FieldEdge team is really helpful and made something that should've been difficult, very smooth. The software is also intuitive and easy to use." - Aaron Collins

Ease of use was key to the success of Aaron and his team. Any downtime means lost money. So FieldEdge prepared the entire J&D team with the support and training needed to hit the ground running on day one. Truly paperless finally became a reality.

THE RESULTS



43%

increase in
REVENUE



3x

increase in
SERVICE AGREEMENTS



56

additional monthly
WORK ORDERS



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marketing@fieldedge.com



GOING PAPERLESS

Paper coming back into the office was a major time suck for J&D. FieldEdge improved both office efficiency and customer satisfaction.

Before FieldEdge	After FieldEdge
Paper invoices and double entry	Payment in the field and a live Quickbooks integration
Techs calling the office for customer/equipment history	More efficient techs - 56 more work orders completed per month

“With FieldEdge, we’ve improved our technicians’ on-time arrival by 600%.”

KIMBERLY TURNER
Office Manager



MORE TIME, MORE REVENUE

Less back and forth between the technician and the office means CSRs and dispatchers have more time to help customers and take new calls.

In the short time J&D has used FieldEdge, they increased revenue 43% and tripled service agreements.

Office Manager, Kimberly Turner, shared how FieldEdge has improved J&D’s dispatching and office operations.

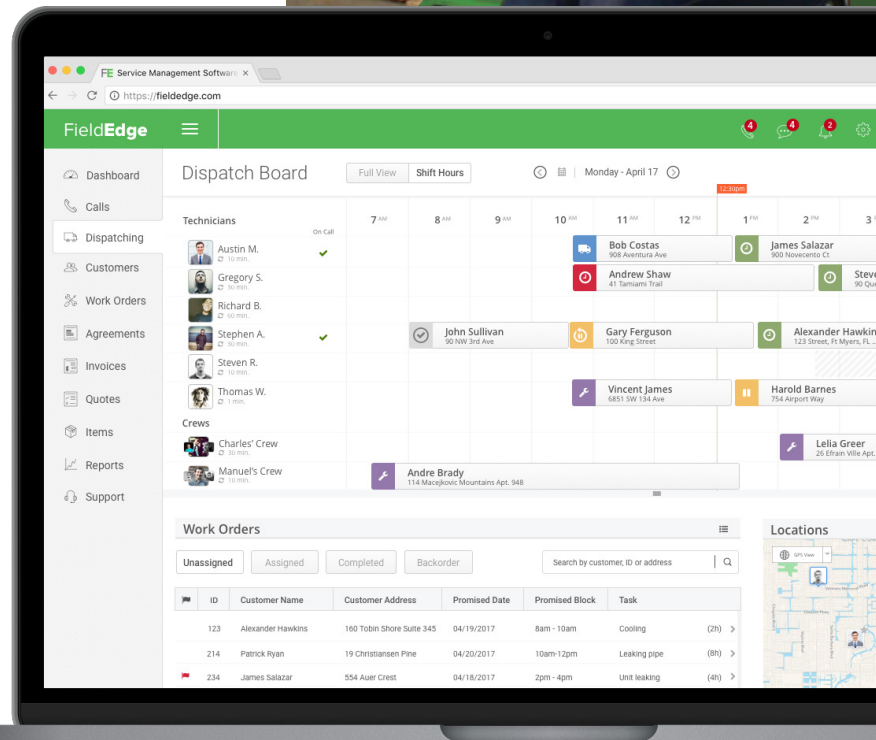
“We’re saving a ton of time with FieldEdge! We know where the technicians are at all times. If a customer calls up, all we have to do is look on the dispatch board. It is very easy to keep customers informed.”



GAME CHANGER

Overall, FieldEdge has enabled the J&D team to radically improve their operations.

Aaron and his team are much more efficient in the office and as J&D continues to grow, FieldEdge will be right there with them changing the HVAC game.



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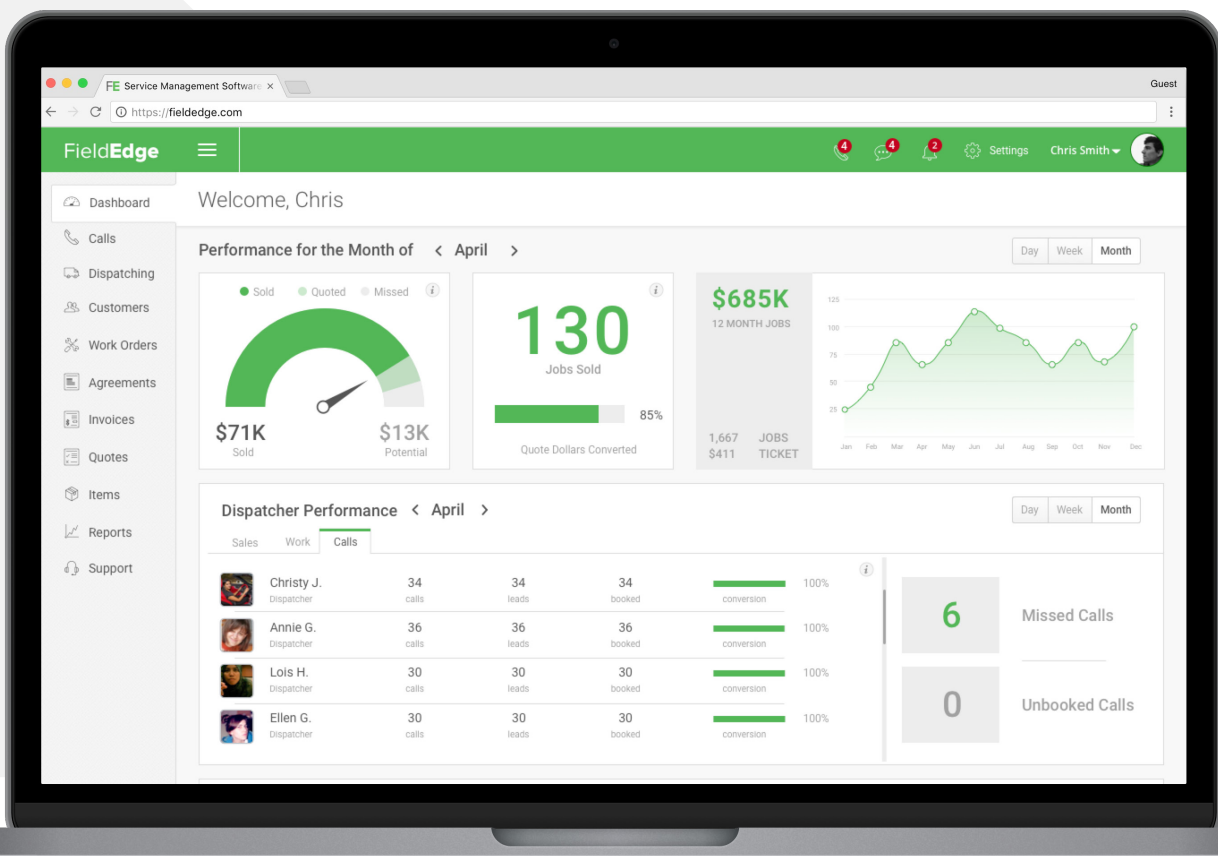
CONTACT US



1 (800) 226-7529



marketing@fieldedge.com



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