

National Quarterly
HVAC

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**Case History: Beyer Mechanical On the Road to a
“Paperless” HVAC Field Service Operation Using
JumpStart Wireless Corporation’s DispatchSuite and
Nextel Phones and Wireless Data**



Original appears in 4th Quarter 2003 *HVAC Insider* Magazine. This version includes updates based on additional practical experience.

“I want to be paperless.”

That’s the goal of Pat Beyer, who, along with two of his brothers, 14 years ago founded Beyer Mechanical, an HVAC company serving commercial and residential customers in San Antonio. Today the company has 100 employees. Beyer’s work is divided almost equally between service and construction, and, overall, 75 percent of its business is commercial.

Beyer is well on his way toward that goal with help from JumpStart Wireless™ Corporation’s DispatchSuite and Nextel® phones. Together they bring Beyer an innovative and powerful dispatching and work order management application using the productivity of wireless Internet communication through cell phones and other standard handheld devices.

Beyer is taking a three-phase approach: “First are our time sheets. Our service technicians in the field can electronically time stamp their time sheets using DispatchSuite through our server to our dispatch board. Our time sheets are all electronic.”

The next phases involve parts and “per task” work order information, using bar codes. “Every part on our trucks will be bar coded and we’re also developing a task book with bar codes for our work orders,” said Beyer. “I want to eliminate processing... touch it once and we’re done.”

Ultimately, for his residential customers and some commercial accounts, Beyer wants to reduce invoicing and accounts receivable by supporting wireless credit card payments. "When the appropriate devices are available, we'll be able to scan credit cards, capture the signature and use a wireless printer to provide receipts," said Beyer.

By scanning bar coded parts and using DispatchSuite to link the field service technicians with the head office OnePlus Service Management inventory control system, Beyer can use runners to re-supply trucks in the field, as well as restock trucks after they've returned for the day.

"The increased efficiency and 'up time' is significant considering we do 700 service calls per day in a 75-mile radius of San Antonio," said Pat Beyer.

"We are very pleased with Dispatch Suite from an ROI perspective. When we were using paper timesheets for our field service staff, we were seeing 10 to 15 minutes of rounding per call. This represents more than \$125,000 per year in billable time. Using DispatchSuite, we shifted responsibility for time sheets from the dispatcher to the tech in each truck using electronic time cards," said Beyer, who added that "the person responsible for the time sheets could now spend three hours each day doing something else."

Beyer is also seeing more efficiency from his dispatchers given they do not need to spend their day manually time stamping and changing the status of their field technicians. "Given there is no more manual entry of job status, my dispatchers can now focus on where to efficiently deploy people in the field. They are able to strategize and think of how to best use the people in the field for the jobs that are at hand. They are thinking smarter given they are not constantly distracted with manual entry of information".

Beyer stressed the affordability of JumpStart Wireless' DispatchSuite, which costs "about a dollar a day per user. Also, the system was easy to customize to meet our specific requirements."

"This has been a tremendous paradigm shift for us. It used to take us five days to move paper. Now that's eliminated," said Beyer.

"Our business is growing, and for every six techs in the field, we needed one support person. That ratio is now changing since we've used DispatchSuite. We do not need to add office support anymore to add people in the field. That is a huge savings for us".

"We are also working with JumpStart Wireless to use DispatchSuite to flow billing data on commercial accounts to accounts receivable directly from the tech at the work site using his handheld," said Beyer. "This automation is significantly speeding our billing process and improving cash flow."

Beyer said he first tried to link his field services techs with head office with wireless e-mail text messaging.

"This turned out to be inadequate for a number of reasons. Then our service manager was introduced to JumpStart Wireless at a seminar and we began working with them to customize DispatchSuite to our needs," said Beyer.

Boca Raton, FL-based JumpStart Wireless Corporation is the leader in allowing businesses to leverage the productivity and customer service available with constant wireless connectivity.

For further information about DispatchSuite, contact JumpStart Wireless' sales department at 561 347-6710, ext. 200 or sales@jumpstartwireless.com.

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