# NAC MECHANICAL SERVICES SAVES $450,000+ USING GOCANVAS

**NAC Mechanical Services**
Building Efficiency and Sustainability
*A Service Logic Company*

**OVERVIEW**

**Industry:** HVAC

**HQ Location:** Washington, D.C.

**Website:** Visit Here

## OVERVIEW

NAC Mechaninical Services—or NAC Group—was founded in 1983 by the Noyes family. The family has been involved in the HVAC service industry since the 1950's, and their early commitments to integrity and excellence have allowed NAC to flourish in the Washinton, D.C., metro area. As a full-service mechanical contractor that specializes in HVAC systems, NAC is one of the most innovative providers in the industry. From being one of the first companies offering 24-hour equipment monitoring to joining the U.S. Green Building Council, NAC has continued to evolve to better serve its customers.

## THE BACKGROUND

NAC provides a range of HVAC services, including design/build construction, mechanical renovations, repair/maintenance contracts, emergency rentals, and energy efficiency consultations, just to name a few. To provide better services to customers and continue to expand the business, NAC needed a solution to help its HVAC technicians work more efficiently in the field, as valuable time was being lost to outdated paper processes and systems.
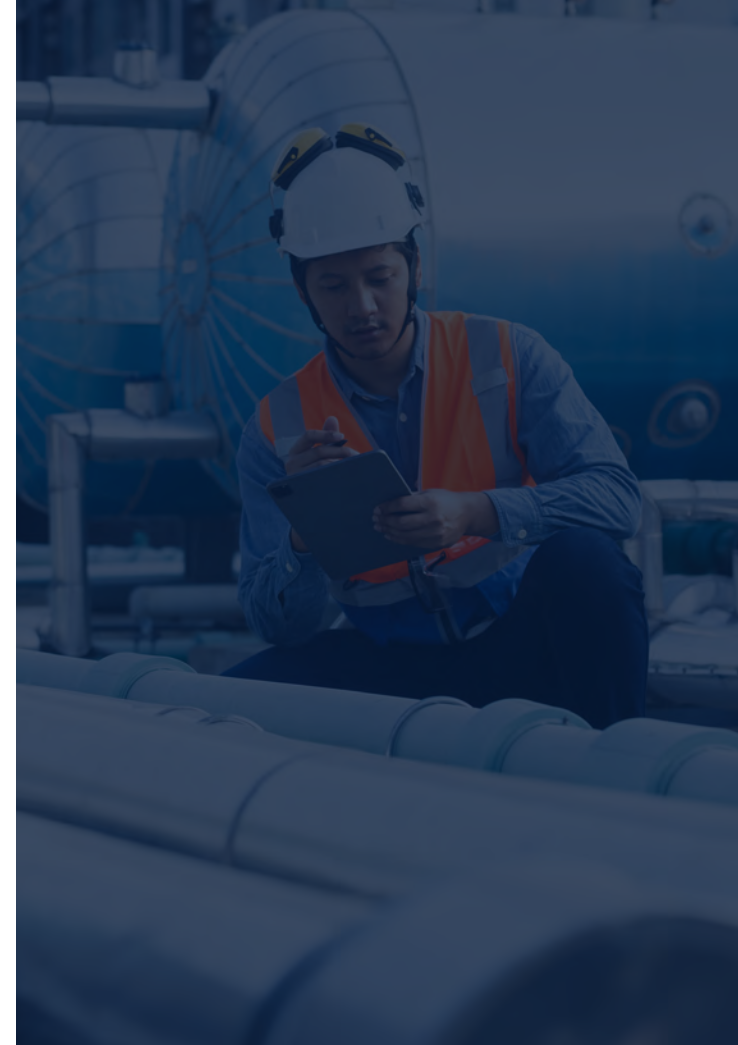
# ⚠️ THE PROBLEM

Like many businesses, NAC used a paper process for documenting HVAC work and recording technicians' time. Technicians filled out paper forms in the field and drove these back to the office each week for processing, which took two full-time employees 48 hours to complete.

According to General Manager Chris Kaufman, repeat site visits emerged as another issue for the business. Repair quotes usually required a sales engineer to make a second trip to a site—which in the D.C. Metro area, averaged out to a three-hour trip at $100 per hour, plus fuel costs.

# 💡 THE SOLUTION

In September 2014, NAC adopted the GoCanvas platform to address these challenges. GoCanvas, the global leader in mobile forms for businesses, has helped thousands of HVAC businesses replace cumbersome paper forms with highly customizable mobile forms that improve data collection and productivity.

Businesses can search the GoCanvas application store for over 20,000 mobile form templates. These templates can be completely customized with the online drag-and-drop App Builder tool, which many businesses use to build their own forms from scratch. Factor in features like Dispatch, Workflow, uploading price and customer lists, and integration with other systems, and GoCanvas dramatically changes the way work gets done.

# 🔧 SET-UP

As with most GoCanvas subscribers, NAC's implementation was done in stages, with the substantial benefits outweighing the time commitment.

"After testing some GoCanvas forms with five users we went all in and pushed [GoCanvas] to the field with very little difficulty," Chris said. "Surprisingly, it was very smooth."

To facilitate this smooth transition, GoCanvas worked closely with Chris throughout the entire adoption process, from testing to full deployment.

## 48 Hours
for two full time employees to process paperwork.

## $100 per hour
on each 3 hour return trip to sites.

## Highly customizable
mobile forms, with 20,000 templates to choose from

# AFTER ADOPTION

NAC now has over 50 technicians using the GoCanvas platform and filling out a combined total of over 1,200 mobile HVAC forms each month. All data from these forms is immediately transformed to the office.

**Technicians**

- NAC's HVAC technicians receive jobs on their mobile devices via GoCanvas's dispatch feature, which tells them where to go and what to do on the job site.

- The HVAC Work Order Ticket form contains a list of serviceable items (boiler, chiller, cooling tower, hear pump, evaporator coil, etc) and provides the ability to capture detailed information about the work technicians do and the materials they use. Technicians can even take and upload pictures of the unit name tags on each piece of HVAC equipment they service.

- Drop-down fields and checkboxes are used whenever possible to speed up the data entry process.

- Technicians use the "talk to text" feature on their iPads to quickly capture information. This allows them to provide more detail than ever, without taking anymore time out of their busy days.

- To streamline time tracking and payroll processing, technicians record hours and capture a GPS location for each job.

- Technicians do not receive their next job until they have submitted their complete ticket or HVAC report.

**Back Office**

- To automate the payroll process, GoCanvas's Professional Services team connected GoCanvas to a SQL server database that automatically generates a spreadsheet.

- Billing is now done daily instead of weekly, with NAC typically billing their customers within 30 minutes of HVAC services being completed.

- With GoCanvas, sales engineers can quote jobs more accurately and much sooner without having to drive out the sites, as they're now able to access pictures of HVAC equipment and unit labels that show them exactly what they're dealing with.

> " Before choosing GoCanvas, we tested several tablets and platforms, as well as using fillable PDFs and third-party file sharing apps. At one point, we thought we had finalized an acceptable process using Ipads and a file sharing service, but **we discovered GoCanvas and it was an enormous change for the better.**
>
> **–Chris Kaufman, General Manager**

# ✓ THE OUTCOMES

For NAC, switching to GoCanvas has had a dramatic positive impact that includes:

- ✓ **$405,000** in saved billable hours annually: Technicians no longer have to make weekly paper form drop-offs at the office, freeing up an average of 2 hours per technician per week. "Rather than wait for Mondays to collect tickets for billing, we are actually billing daily, so cash flow has increased," said Chris.

- ✓ **$47,940** in annual payroll processing savings: What previously took two employees 16 hours per week now takes one employee just two hours per week.

- ✓ **Increased customer satisfaction:** Because there is no fixed limit to the length of a GoCanvas form, NAC can give customers detailed breakdowns of the services they're receiving. These in-depth documents help customers develop a greater understanding of the value being delivered.

**Ready to Rethink How You Work?** GoCanvas has helped a variety of businesses across multiple industries transform their jobsites and rethink their project management, ultimately saving them money. Why not do the same? Reach out to one of our experts today to kick start your process revolution.

**CONNECT WITH AN EXPERT ❯**

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