



How did Avacpiquet reduce troubleshooting time by 50%?

Company

Avacpiquet

Founded

1995

Total Equipment

12,000

Country

Portugal

Sector

Technical Assistance

Total Resolved Work Orders

2,000





Avacpiquet provides post-sales, maintenance and technical assistance to heating, maintenance, and air conditioning equipment. It stands out for the quality of planning and execution of preventive and corrective equipment maintenance tasks for clients from all over Portugal.

Since 2015, Infraspak's founding year, they have used the platform to improve team communication and streamline the entire maintenance process.

- **Before signing with Infraspak, Avacpiquet had been facing some challenges.**

- **The troubleshooting time was too high.**

- Without a simple way to directly access information on work orders and planned jobs, it could take the team up to 3 days to reach a location, check the malfunction, report the information, acquire necessary spare parts and solve the problem.

- **Maintenance errors.**

- Sometimes, the technicians filled out the reports with mistakes. These were often hard to spot and subtle, resulting in lower service quality and unhappy customers.

- **Lack of transparency for managers.**

- As well as there being too many obstacles for technicians, managers were also facing problems. They couldn't oversee intervention histories or crucial equipment documentation and had no meaningful way of following updates on projects.

- **And then came Infraspak.**

- Everything changed after implementing Infraspak. Now that operational data was accessible, Avacpiquet could solve these problems much faster without **mountains of paper**. This meant one thing - more invoices!

Updated information at all times

The biggest benefit for Avacpiquet was the improved ability to communicate and share information. Now, technicians and managers have immediate access to all interventions and problems detected on equipment.

No more delays

AvacPicquet can more accurately anticipate pricing for parts required to solve equipment failures since the information can be found anytime. Even when the technician is still at the site of the work order or failure, the manager can give the customer a cost estimate.

“ We save an average of up to 3 days previously spent getting information on customer interventions. ”

Immediate access to records

All technicians and managers now have immediate access to documents, failure and intervention

histories and any SLAs related to all assets. This brought unprecedented flexibility and speed.

“ We reduced the average time elapsed between reporting and troubleshooting by 50% whilst saving 8 hours a week on admin tasks. ”

No more paper!

Before Infraspak, the team used paper in most administrative processes and in communication between technicians and clients — now, all of this is automatic. Not only does this help the environment, but it also cuts wasted time on reports.

Why Infraspak?

According to Pedro Ribeiro, Infraspak is a simple, functional and objective software that has improved data management and the quality of the service provided, which translates into high satisfaction for customers, technicians and maintenance managers.





“ With Infraspak, we were able to get new customers and increase our revenue. It gave us a competitive edge over our competitors. ”

— Pedro Ribeiro

How was the implementation?

Pedro Ribeiro says that after seeing the software working at the Faculty of Engineering of the University of Porto (FEUP), they realised that it would be an opportunity to improve Avacpique’s processes and services.

“We adapted to it very easily. At first, only one technician used it, but we quickly started using it with the whole team. Today, Infraspak is essential,” he says.

Talk to one of our specialists and learn how Infraspak can make your operation truly intelligent, connected and collaborative.

Schedule Demo