INFRASPEAK

FROSTLINE
CLIMATIZAÇÃO E REFRIGERAÇÃO

How did Infraspeak help Frostline close 40% more contracts?

Company
Frostline

Country
Portugal

Founded
2007

Sector
Service Provider

Managed Equipment
10,000

Managed Buildings
291

Frostline is a Portuguese company with over 10 years of experience in the field of maintenance and installation of HVAC systems and solar thermal panels. The company specialises in preventive maintenance and has a track record in prolonging the best operating condition of the equipment.

They have a proactive and innovative team of about 50 employees spread across Portugal. The Pingo Doce supermarket chain is among its main customers. Pedro Graça is the Managing Partner and Head of Frostline's Maintenance and Assistance Department and a loyal user. He sees Infraspeak as more than a service provider — a true partner.

• But before Infraspeak, Frostline was facing some challenges:

Too much bureaucracy
The manager was overwhelmed with emails about budget requests, calls from technicians to report equipment failures and interruptions in his daily work for information requests so that the technicians could complete their fieldwork.

Inability to follow the technician's task progress
The technicians couldn't access the details of their tasks until they arrived at the site, which resulted in delays in the process of ordering parts for repair, negatively impacting the failure resolution time.

Minimal control over contracted hours
The overflow of technician requests meant that the time spent planning preventive maintenance was spent on admin. Additionally, it was hard to know precisely how many hours were spent on each type of task or equipment, which hampered the creation of budgets and contracts.
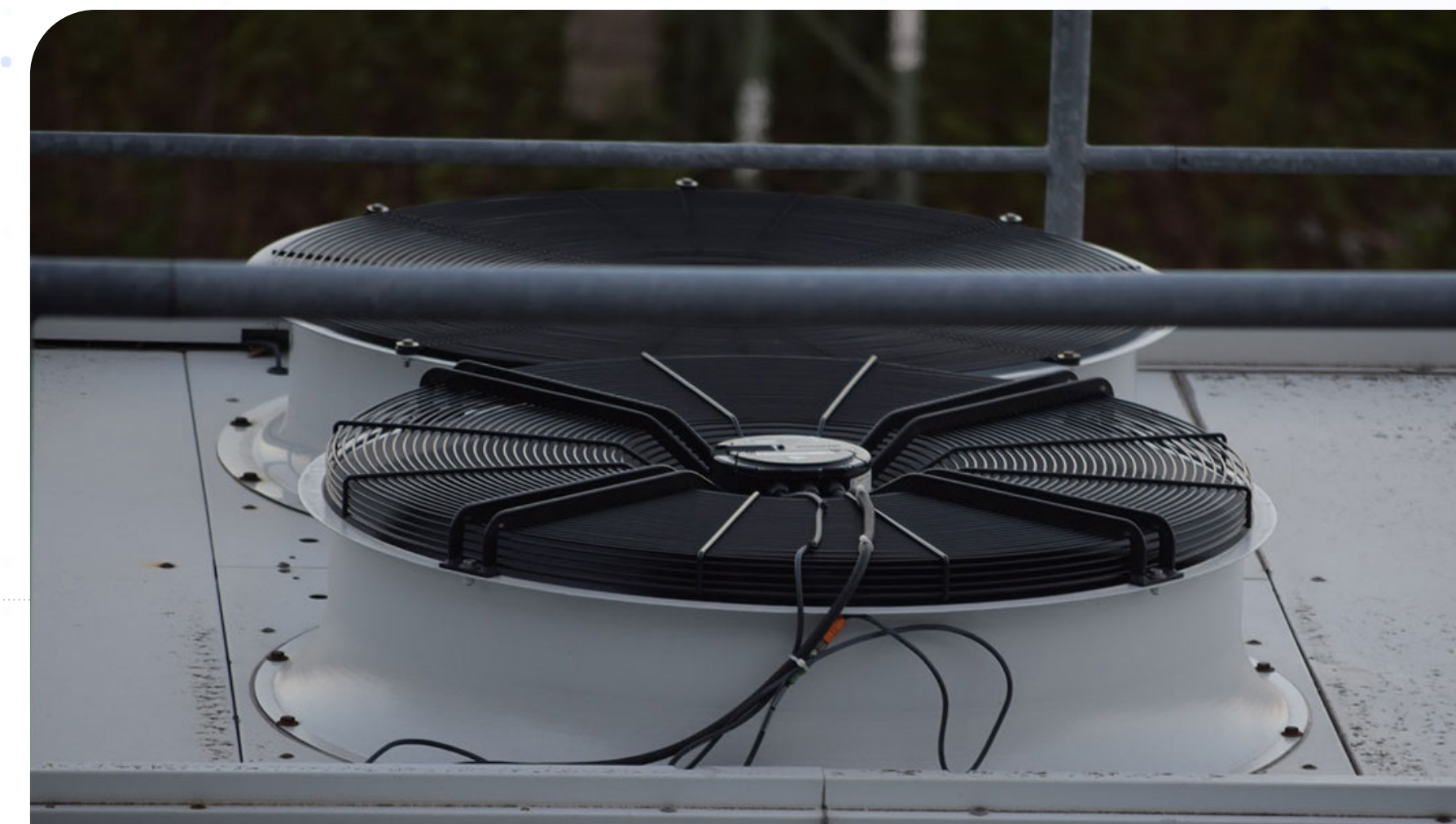
• Infraspeak, save the day

Since implementing Infraspeak, Pedro Graça reports a drastic reduction in the number of maintenance calls received and clear improvements in how quickly his team could troubleshoot and resolve failures, as well as greater control over logging of hours and tasks completed.

Fewer calls and interruptions
The manager's daily calls fell from 20 to just one or two — data was centralised on the platform, viewable by technicians and managers, whilst all work updates were reported on Infraspeak and communicated either on the platform or by email.

Better prepared technicians
Pedro Graça says that his technicians now benefit from knowing all key details before arriving on site. This includes equipment types, parts which may need replacing and any other issues. With the Infraspeak Manager app, the manager can update the status of technician requests to reflect any changes.

Logging working hours
The problem of estimating hours per task is over. Now, the technicians follow the tasks that they have

in their checklists, with no surprises. The technician arrives at the site, reads the NFC tag using his smartphone and knows everything that needs to be done beforehand. The system tracks how long the technicians work on a task, meaning it is easy and transparent to charge for extra hours.

> " The technicians can finally focus on doing what they do best: maintenance. Infraspeak handles the rest. "
>
> — Pedro Graça

Better reports, better monitoring
With dozens of equipment and more than 100 units across the country, it's hard to keep up with all the assets. Infraspeak makes it easy to do this by letting Frostline download complete records and reports with job details at each locations.

> " Today we can safely say that we have a more organised and detailed control. It is far superior to the competition and customers recognise that. "
>
> — Pedro Graça

40% more successful deals
Pedro Graça reports that with Infraspeak, he can respond much more quickly to quote requests, as he already has information on the type of failure, its urgency, the need for other suppliers, materials or equipment and other details.

After a year with Infraspeak, Frostline issued 150 more quotes, which translated into a 40% increase in successful deals.

According to Pedro Graça, the scope and flexibility of Infraspeak facilitates the work of managing

clients, assets and technicians, also allowing decentralisation of the workload.

"It was all on me before, now it's all on Infraspeak. I can rest assured that my colleagues have access to everything and are able to solve any situation without depending on one person."

• "Looks like Infraspeak was custom-made for us"

How was the implementation?
Infraspeak was implemented at Frostline in June 2016, carefully set and parameterised to ensure the best development of maintenance plans.

And if, at first, the technicians were reluctant because they assumed Infraspeak would be a control tool, today they consider it indispensable because they can check all the information anywhere. "Without Infraspeak, the technicians feel a bit lost," adds Pedro Graça.
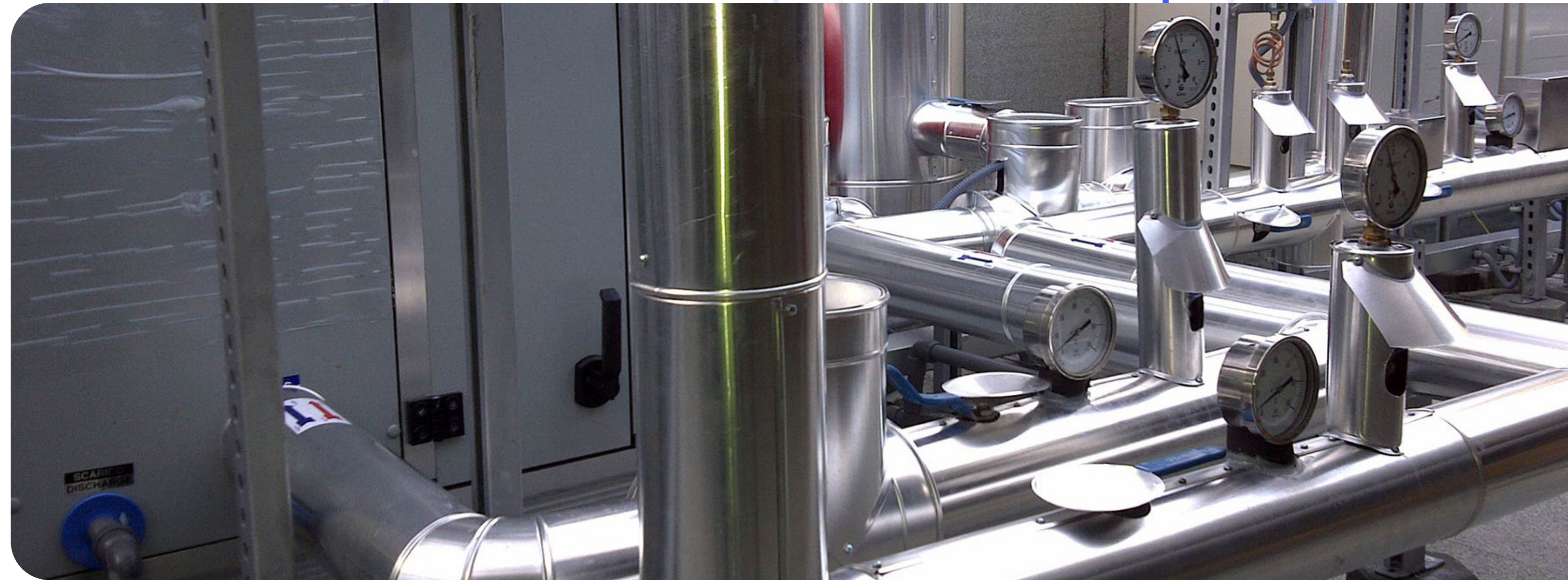
Talk to one of our specialists and learn how Infraspeak can make your operation truly intelligent, connected and collaborative.

Schedule Demo