



## TriState HVAC combats complexity with SmarTECHS deployment

If you've been to Philadelphia recently, odds are you've spotted the new Comcast Technology Center. It is the 9<sup>th</sup> tallest building in the U.S. and the *greenest* building in the city. This fully integrated and connected smart building is just one complex TriState HVAC job.

### Situation

TriState provides a full range of HVAC services including new installations, servicing, testing, and more. Complexity of HVAC equipment continues to grow as more sensors and systems are adopted to drive efficiency and comfort. TriState's technicians install and service more than 10,000 equipment types across 45 manufacturers.

Growing complexity means a growing need to access information and to communicate between the field to the office.

### Finding the Solution

TriState sought the means to tackle the increasing complexity of their work. With better knowledge management, they could strengthen inexperienced technicians, expand their scope, differentiate, and drive key metrics.

TriState search was for a solution that, while able to handle complexity, would not be complex. They found the practical, easy to implement solution that was able to scale to their organization.

SmarTECHS platform provide technician only the relevant information they need specific for every job, ensuring they have what they need, nothing less, and nothing more.



### Company

TriState HVAC  
[www.tristatehvac.com](http://www.tristatehvac.com)

### Industry

HVAC

### AR Solution

- SmarTECHS
- Smart Glasses (HMT-1)

### Deployment

- Technician
- Job Site Resource
- Value-added Service

### Results

- 40% increase 1<sup>st</sup> fix rate
- 17% more profit per tech
- 20% training reduction

[www.SmarTECHS.io](http://www.SmarTECHS.io)

## Technician Deployment

TriState's key pain point had been combatting the growing complexity of their work. SmarTECHS solution was customized, priced, and deployed to fit their specific needs. It was deployed to technicians to improve overall workforce quality. SmarTECHS empowers TriState technicians by:

- Integrating existing work order system, autogenerated reports, eliminated paper documents
- Dispensing step-by-step job processes, schematics, manuals, wiring diagrams, live data, etc.
- Delivering context relevant information and processes based on the user and up to 6 triggers
- Connecting technicians with remote experts with an interactive two-way video call



Just-in-time and on-the-job training coupled with remote expert support empowers and elevates TriState's technicians driving key productivity metrics

## Job Site Resource

TriState began to deploy a single set of smart glasses outfitted with SmarTECHS at each new installation job site. This acts a job specific hub to conduct, document, and report processes such as pre-installation inspections, safety audits, and more. Processes on SmarTECHS ensure that tasks are completed as needed, with the correct information, and sent to the correct parties with step-specific time and location stamps.

### [TWO WAY]

## Value-Added Service

While TriState empowered their workforce and consolidated their knowledge at active job sites, they also sought to expand their offerings to enhance customer experience and relationships. TriState is offering SmarTECHS, as a value-added service, to their clients. This empower their clients not only with startup procedures but also basic maintenance such as cleaning equipment, changing filters, and troubleshooting. This also enhances support call quality as it creates an interactive two-way video feed and gives the remote expert the technician's exact line of sight.

## Results

SmarTECHS continues to deliver substantial benefits to TriState HVA

### KPIs

First Time Fix Rate Increased 40%

Mean Time to Repair reduced by 17%

Reduce need for training

### Other Benefits

Improved customer satisfaction

Differentiated service

Expanded service offering

