

# Sprint helps drive down costs and accelerate productivity for Allied Air Conditioning & Heating Corp.

Sprint Business and Canvas helped Allied Air track inventory, streamline billing and improve customer satisfaction with mobile forms right from their tablets.

## Challenge

Allied Air was using paper-based forms to manage extensive data including inventory, customer information and billing. They needed a provider to help roll out a mobile solution that solved four challenges including:

- Limited knowledge of parts being used daily from each truck during service calls
- Difficulty communicating and documenting work completed for both Allied Air and their customers
- Illegible paper-based forms resulting in inaccurate customer data
- Hours of administrative time spent keying and transferring information from paper-based forms to disparate computer systems



**Organization:** Allied Air Conditioning & Heating Corp.

**Industry:** Heating, ventilation and air conditioning

**Headquarters:** Palatine, IL



**Challenge:** The company struggled to manage inventory, customer data and billing with cumbersome, paper-based forms



**Solution:** Canvas mobile forms



**Bottom Line:** Saved the company over \$31,200 annually in administrative time alone and helped them accurately manage inventory, data and billing using mobile forms

“Having all that accurate information quickly and electronically is so valuable to our business and to our customers because we can send them live, near real-time information. With this solution, I can see exactly what happens each day and manage our business more effectively.”

– Kevin Budinger, Allied Air Conditioning & Heating Corp.



## Solution

Sprint, who had a longstanding relationship with Allied Air helped the company implement the Canvas mobile forms application across their team of over 20 service techs. The Canvas solution includes:

- ✓ Customizable forms with the option to choose from thousands of ready-to-use templates
- ✓ Dispatch feature that allows users to pre-populate Canvas apps and assign them to users in the account so mobile workers know:
  - Where to go
  - Whom to contact when they get there
  - What job needs to be completed
- ✓ Immediate input into the inventory management system to ensure trucks are always stocked with critical parts

Allied Air can now upload their parts list which includes: Category, part name, part detail and part price so the field technicians can quickly find the part they need and help ensure the customer is charged the most current price. Should parts or prices change, edits are made to a CSV file, uploaded into Canvas and available for technicians in near real-time.

## Bottom Line

With the help of Sprint, Allied Air was able to improve the accuracy of service tickets, inventory management and other customer data. Canvas mobile forms also:

- Saved the company over \$31,200 annually in administrative time alone
- Allowed for more customer visits per day with organized management of available equipment
- Improved accuracy of billing and invoices with mobile system
- Reduced the number of service call-backs and improved customer satisfaction



Due to the success of Canvas with service technicians, Allied Air plans to roll this solution out to an additional 20 installers and eight sales reps.

## Why Sprint?

Sprint wants to help your business succeed. In order to do that we take time to:

- Understand your business
- Identify your needs
- Propose the most relevant solution

With a customizable solution from Sprint you can:

- Optimize operations
- Improve your bottom line now and in the future
- Improve customer service and satisfaction



**Saved the company over \$31,200 annually in administrative time alone**

For more information on Canvas mobile forms, please contact your local Sprint representative, or visit [sprint.com/business](http://sprint.com/business)