

OmniByte 

AIRMASTER AUSTRALIA

SUCCESS STORY

600

Technicians Using
FormsPro

Number of Forms
Being Used:

50



FormsPro 

In a compliance-driven world, better forms lead to better documentation.

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As compliance becomes more and more important in today's business environment, progressive companies are looking for ways to use new technology to ensure that information is shared quickly and accurately. Airmaster, one of Australia's most successful building services and HVAC/R management providers, recognized this early on, and after experimenting with other input solutions, they chose FormsPro from OmniByte. It is a partnership that has resulted in less work for technicians, easier data management for support teams and powerful integration through the company's entire information infrastructure.



THE CUSTOMER

Airmaster got its start in 1988 in Ferntree Gully, a suburb of Melbourne on the southern coast of Australia. The company focused on providing outstanding service and fostering mutually beneficial relationships, and as a result it quickly found success and partnered with a number of high-profile customers. In 1999, the company expanded to the state of Queensland, and today it has more than a dozen branches throughout Australia and New Zealand.

Initially, Airmaster primarily did prescribed HVAC service and maintenance, but today the company utilizes an integrated service delivery model, leveraging a combination of information technology, energy management, controls, automation and asset management. More than 1,100 employees work for Airmaster, and 600 or so of them are field technicians. Nearly everyone in the company works with FormsPro, either directly or indirectly.

THE CHALLENGE

"A part of our business today involves the inspection of fire dampers in large multi-level buildings," says Kevin Schoenmakers, Airmaster's Business Analyst "Essentially, these are large flaps in air conditioning ductwork that close if the fire alarms go off so smoke doesn't fill up the building."

As you might imagine, compliance regulations on the maintenance and service of such critical devices are extensive. "If you get AC wrong, people get warm, but if you get fire safety wrong, it is, obviously, a much bigger deal," adds Schoenmakers. "That's why compliance is an important part of the job. Not only does the tech need to document the work, but a report also needs to be sent to the customer."

At Airmaster, this meant manual forms, spreadsheets and an over-reliance on workers transcribing and transposing information from one system to another. The process included too many steps, too little consistency and too many opportunities for human error.

EXAMPLES OF FORMS

- Job Safety Reports
- Expense Reports
- Travel Reports
- Compliance Forms for ever-expanding compliance requirements



I would definitely recommend OmniByte and their products. If you want your forms to be deeply integrated with your systems, including your ERP, FormsPro is what you're looking for.

-Airmaster

EXAMPLES OF CUSTOMER'S FAVORITE FEATURES

- Integration with other systems
- Ease of capturing data
- Ease of distributing reports

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THE SOLUTION

“We were already using the TechPro mobile work order app, so we were familiar with OmniByte,” recalls Schoenmakers, “and when they showed us FormsPro, the opportunities were impossible to ignore. We immediately identified a number of ways it could improve how we collect data for compliance, and frankly, we just keep finding more ways to use it.”

FormsPro from OmniByte allows companies to create and configure business forms that are customized to their needs – without complex code or even help from the IT department. It’s as easy as drag-and-drop, but as deep as any professional could hope for, featuring data input types from basic fields to formula fields to conditional logic and workflow customization.

“We saw the benefits of FormsPro right away. Our techs were able to capture data easily, and reports were sent to customers pretty much instantaneously,” Schoenmakers continues. “However, I think it was the deep integration that has made the biggest impact. When our techs on the job site put information into a form using their phone, it automatically uploads to the SQL ‘data warehouse’ where it is shared with all of our other systems and applications – including our ERP.”

That means data isn’t just easy to collect, it’s easy to use. A practical example is including photography with reports. In the past, Airmaster techs would take a picture of malfunctioning HVAC/R equipment and send it to the office separately from the information included in their digital paperwork. This required a human to file the image, as well as extra steps to ensure that it was provided to the customer as intended.

It was a process that lent itself to errors and FormsPro turned out to be a game changer in that regard. Now techs can snap a photo and easily embed it into the form itself, ensuring that the customer sees the image at the same time they see their report. According to Schoenmakers, the benefits of this improved process are regularly seen in customers’ responses to price quotes and bids. “It’s one thing to tell someone their system needs repair, but it’s another thing to show them. Seeing is believing.”

When asked about the importance of data in a compliance-driven world, Schoenmakers has a mantra that he regularly shares with Airmaster’s technicians: “You can be the greatest tech of all time, but if your work isn’t documented and reported properly, it’s like you were never there.”

FormsPro makes it simple for the facts of a job, including information, analysis, and images, to seamlessly flow from the job site to Airmaster’s systems to the customer’s digital device of choice. According to Schoenmakers, even asking for OmniByte to add features to the software has been easy. “From the very beginning it impressed me that I would suggest an improvement, and virtually every time the folks at OmniByte would tell me that they had already come to the same conclusion and that the change was already built into a future update.”

Powerful software backed by innovative developers and responsive customer service: FormsPro was exactly the technology partner that Airmaster was looking for to overcome their compliance challenges.

FormsPro

FormsPro is the smart mobile forms application platform for your field service organization including field workers, all team members and your customers. FormsPro enhances productivity, eliminates paper and fillable PDFs which only deliver static data, increases job safety, customer experiences and regulatory compliance.

FormsPro runs standalone or easily integrates to your existing business applications. Use real-time data capture from field team members in dashboards and reports for key back office decision making and key performance indicators.

FormsPro is no-code solution allowing you to build intelligent forms with workflow and conditional logic for simple to complex processes within your field service delivery.

To learn more about FormsPro visit: www.omnibyte.com

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