

Footprint

New York City metro area

Number of Techs

150

Number of Customers

3,000

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“We think giving our employees the ability to instantly tap into the collective wisdom of technicians, who jointly have thousands of years of experience, is an invaluable resource.”

MICHAEL ROSONE
Vice President of
Service Sales

Overview

Arista Air Conditioning Corporation is the most trusted heating, cooling, and refrigeration provider in the New York City metro area. The company serves more than 3,000 commercial and luxury residential customers with hundreds of highly-trained field service technicians, 100 trucks, and the latest technology.

In the New York City metropolitan area, competition among HVAC providers is intense. Commercial and residential customers have often suffered through shoddy work and unresponsive customer service with other HVAC companies. These customers don't trust a new service provider easily.

To help establish differentiation, the customer partnered with XOi Vision platform to generate photo and video documentation of every service call for Arista's customers. XOi Vision content also helps the organization train technicians efficiently and cost-effectively, using real-world video examples.

Vision helps senior field service technicians collaborate with less skilled techs on unique problems or unfamiliar equipment through shared, real-time video. The company benefits from the knowledge of its best techs on every jobsite, without having to roll a second truck which costs over \$400 on average in the field service industry.

Partnering With XOi



Introduced greater level of transparency



Strengthened customer trust and loyalty



Increased productivity and efficiency



Established more efficient record-keeping



Outperformed local competitors in standard of service