



INTERSTATE
MECHANICAL
SERVICE LLC



CASE STUDY

Footprint

East Tennessee

Number of Techs

15

Number of Customers

200

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“With the pictures and videos along with the narrative, our customers have become better informed. With this level of transparency, we’ve created a stronger bond with them. They realize that we’re really on the same team looking out for their best interests.”

JOHN SPEED
General Manager

Overview

Trusted since 1982 by customers throughout East Tennessee, Interstate Mechanical Service (IMS) specializes in working with owner-occupied commercial and industrial facilities. IMS works with property managers as well as private entities, providing HVAC, plumbing, and building automation services on a variety of projects including preventative maintenance, repairs, retrofits, energy retrofits, and more.

XOi’s software improved collaboration between the field and the office team and among technicians. Account managers and other staff view the videos and photos on work orders, improving accuracy in billing, estimates, and parts orders. Technicians use live video chat to help one another solve issues without rolling a second truck.

Vision has enhanced technician self-perception. Although techs initially felt a little sheepish about appearing on video, “they learned very quickly that they provide a valuable service. Their technical expertise, along with their narrative with pictures or videos, helps customers understand how we enhance the operation of their equipment,” according to John Speed.

Partnering With XOi



Increased transparency for customers



Significantly reduced callbacks and credits



Educated customers with every service visit, so they know more about their own equipment



Increased ownership, pride in work and accountability among service technicians



Improved communication from the field to the office, resulting in more accurate estimates and better-informed account managers



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