

Footprint

Mid Atlantic: Maryland, Virginia, Delaware, Pennsylvania, and Washington D.C.

Number of Techs

43



“XOi has given us the tool to increase credibility and just overwhelm our clients with communication.

We now can communicate very technical concepts and share findings using pictures and videos with just an electronic link while partnering with our customers to make informed decisions for their business.”

ERIK HESS

Service Operations Leader

Overview

Headquartered in Columbia, MD, Havtech is one of the mid-Atlantic's largest and most experienced providers of commercial HVAC equipment, building automation systems, field services, distribution, and energy solutions. Havtech sought to leverage its position in the market and consistently exceed the highest level of service that consumers have come to expect.

With XOi, Havtech's technicians are able to document every jobsite, capturing initial conditions, any recommendations as they arise, and an overview of what was done on site. The app provides photos and videos as visual evidence of their work, taking the guesswork out of what is really going on with facility equipment. As a result, clients can make informed decisions and feel confident in their investment.

As the XOi solution took off, Havtech discovered the workflow automation they were using could also improve many other aspects of the business, including sales, warranty, and supply chain. For example, Inside Sales Parts Representative Chuck Hicks likes the way technicians can simply snap a photo of an equipment nameplate, letting the technology handle the rest. XOi uses optical character recognition to automatically capture make, model, and serial numbers. “We can turn the warranty in with a lot less aggravation. It's made my job much more efficient,” said Hicks.

Partnering With XOi



Deliver on our commitment to our partners of trust and transparency



Improved technician communication with videos and pictures of work performed



Effective equipment tag documentation for accurate part identification



Improved documentation and workflow for new parts requisitions and quote generation



Non-Contact customer engagement