



“ It’s [Comet Tracker] been great and very useful. It’s come in very handy throughout the day. ”
 - Mike Owens, Office Manager

Ace & A Heating and Air Conditioning

Serving the Atlanta, Georgia Area Since 1975

PROFILE

Ace & A Heating and Air Conditioning is a heating and cooling maintenance company located in Lawrenceville, Georgia. Their company specializes in residential servicing of A/C units, but they also offer some light commercial work to businesses in the Lawrenceville area.

CHALLENGES

Before using Comet Tracker, Ace & A Heating and Air Conditioning faced some difficulties when it came to effective routing for their fleet of service vehicles. The company felt that it could be saving money in fuel expenses if equipped with a tool to allow for driver monitoring. Ace & A Heating and Air Conditioning also wanted to have a better method of rectifying customer concerns by being able to show clients when and where exactly employee drivers were at any particular time. For especially challenging jobs or those that were in close proximity to an available service technician in the field, the company also needed a way in which it could instantly route an appropriate employee directly to the proper location without requiring them to come back to the home office first.

SOLUTION

Comet Tracker is one of Actsoft’s flagship solutions for mobile business management. The software’s intuitive live view map provides real-time locations of employees in the field, and its unique dispatching technology allows for supervisors in a company’s home office to instantly notify their workers of changes in scheduling or new job locations. An additional Comet

Tracker feature is supervisor time entry, a simple system that enables employees to clock in via their mobile devices and immediately begin working from a remote location. Given all of these attributes that the solution encompasses, Ace & A Heating and Air Conditioning could see the software’s massive potential for their business.

BENEFITS

Since acquiring Comet Tracker, Ace & A Heating and Air Conditioning has witnessed a 20% increase in efficiency. The company also reports saving between \$100 and \$500 on a monthly basis from using the software to effectively reroute employees. Dispatching and GPS Tracking have been two of the most instrumental features of Comet Tracker in Ace & A Heating and Air Conditioning’s newfound approach to managing their business, and this tandem of powerful tools is responsible for much of the company’s increased productivity.

In addition to saved money and time, Ace & A Heating and Air Conditioning has also been able to improve their relations with clients using Comet Tracker. Now, the company can resolve customer complaints regarding technician whereabouts with documented proof in the form of precise location markers. As a result of their overwhelming successes using Comet Tracker to monitor assets and employees, Ace & A Heating and Air Conditioning strongly recommends the solution to other businesses looking for a way to streamline work flows and boost overall yields.