

## Value Delivered

Business process redesign based upon best practices.

Technology selection leadership resulting in a faster selection timeline.

Specific technology software recommendations to support Comfort Systems USA goals and objectives.

Technology expertise to determine and select the right software platform.

## Contact JOLT

info@joltconsultinggroup.com  
1.877.249.6262  
www.joltconsultinggroup.com



**2.15 million**  
Customer interactions  
improved (annually)

**4,300**  
Field technicians  
empowered

**125+**  
Client engagements  
completed

## Business Process Re-engineering and Technology Selection

### Business Challenges

**Simplify Customer Experience | Improve Employee Experience | Raise Productivity**

Comfort Systems USA is one of the nation's leaders in HVAC and mechanical systems contracting with 36 operating companies, 90 locations and 7,000+ employees around the country. The company wanted to further leverage its scale to reduce the effort required for customers to do business with an HVAC service company while simplifying the way its employees serve customers.

Comfort Systems USA's objectives included:

- Improving existing service processes, business processes and IT infrastructure throughout the 36 operating companies.
- Enhancing service technology functionality and integration.
- Gaining visibility into the customer experience.

### Success Strategies

**Business Processes | RFP Process | IT Architecture Plan | Technology Selection**

Comfort Systems USA partnered with Jolt Consulting Group due to Jolt's deep experience with service technology and mobility. Jolt Consulting Group drew on its unparalleled service domain expertise to:

- Assess Comfort Systems USA operations, business processes and strategies.
- Lead a vigorous RFP process including requirements definition, software vendor coordination and preparation of demonstration scripts and scoring mechanisms.
- Develop a future IT architecture plan to anticipate deployment of the chosen solution in Comfort Systems USA's IT environment.

### Results

**The Right Technology Choice | New "To Be" Processes for the Entire Organization**

Jolt Consulting Group delivered these results:

- Developed a series of "to be" future processes based upon industry best practices.
- Recommended technology platforms best suited to support Comfort Systems USA's business objectives.
- Supplied Comfort Systems USA with significant insight into nuances and different functionality of the various technology vendors.
- Assisted Comfort Systems USA in selecting the right technology for its business objectives and requirements.
- Streamlined the technology selection process.