INFRASPEAK

AvacPiquet

How has AvacPiquet reduced troubleshooting time by 50%?

Company
AvacPiquet

Division
Technical Assistance

Total Equipment
6050

Users
6

AvacPiquet provides after-sales, maintenance and technical assistance to heating, maintenance, and air conditioning equipment. It stands out for the quality of planning and execution of preventive and corrective equipment maintenance tasks, for clients from all over the country.

Since 2015, Infraspeak's founding year, they use the platform to improve team communication and streamline the entire maintenance process.

Until 2015, AvacPiquet faced some challenges.

Too much troubleshooting time.
Since the required information was not immediately available, it took the team up to 3 days to reach the location, check the malfunction, report the information, provide the available parts and solve the problem.

Maintenance errors.
Sometimes, the technicians filled out the reports with mistakes - hard to identify and manage – which resulted in lower-quality service and dissatisfied customers.

Adamant teams.
After the implementation of Infraspeak, the situation changed. With much easier access to all information, AvacPiquet was able to solve these problems, aside from eliminating the paper and even reducing the time required to invoice.

Then came Infraspeak.

See the results that AvacPiquet was able to achieve with Infraspeak and how our software led to a 50% reduction in troubleshooting time and eliminated maintenance errors.

Information always up to date.
For AvacPiquet, Infraspeak's main advantage lies in the improved communication and information sharing. Now, both technicians and managers have immediate access to all interventions and problems detected on any equipment.

No more delays.
Now, it's possible to anticipate pricing inquiry for parts required for troubleshooting, since the information is instantaneous. Still with the technician at the malfunction site, the manager is able to give a cost estimate to the customer.

> "We save up to 3 days getting information on customer interventions."

Without paper!
If before Infraspeak the team used paper in most administrative processes and with communication between technicians and clients, now all of this is automatic. Besides saving the environment, you don't need to waste time looking for reports.

> "We save about 8 hours a week on administrative tasks."

Immediate access to records.
Even if several technicians perform interventions on the same equipment, they've immediate access to documents, malfunction history and previous interventions on each equipment, which gives the team more flexibility and reduces the time spent solving malfunctions.

> "We reduced the average time elapsed between reporting and troubleshooting by 50%."

Why Infraspeak?

According to Pedro Ribeiro, Infraspeak is a simple, functional and objective software that has improved the information management and service provided, which translates into high satisfaction for customers, technicians and maintenance managers.

> "With Infraspeak, we were able to gain new customers and increase revenues, gaining a competitive advantage over competitors"
>
> **Pedro Ribeiro**

How was the implementation?

Pedro Ribeiro says that, after seeing the software working at the Faculty of Engineering of the University of Porto, they realized that it would be an opportunity to improve AvacPiquet's processes and services.

> "The adaptation was very easy. At first, only one technician used it, but we quickly started using it with the whole team. Today, Infraspeak is essential"
>
> **Pedro Ribeiro**

Take a look inside.

Request a demo and see how Infraspeak can supercharge your team, your business and operation.

Request Demo →