![INFRASPEAK]



**Frostline**

# How did Infraspeak help Frostline achieve 40% more contracts?

![FROSTLINE - CLIMATIZAÇÃO E REFRIGERAÇÃO]

**Company**
Frostline - Climatização

**Division**
Technical Support

**Managed Equipment**
6000

**Managed Buildings**
120

Frostline is a Portuguese company with over 10 years of experience in the field of maintenance and installation of HVAC systems and solar thermal panels. The company focuses on preventive maintenance to provide the best possible service to its customers, ensuring the best operating condition of the equipment.

With a proactive and innovative team of about 50 employees, who work all over the country. The Pingo Doce supermarket chain is among its main customers. Pedro Graça, Managing Partner and Head of Frostline's Maintenance and Assistance Department, sees Infraspeak as more than a service provider - a true partner.

## But before Infraspeak, operations needed organization.

### Overwork Bureaucracy
The manager was overwhelmed with e-mails on budget requests, calls from technicians to report malfunctions and interruptions in his daily work for information requests or guides so that the technicians could complete their fieldwork.

### Minimal control over contracted hours
The overflow of requests from technicians meant that preventive maintenance hours were lost to other most pressing tasks. In addition, it was difficult to know precisely how many hours were spent on each type of task or equipment, which hampered the creation of budgets and contracts.

### Unawareness regarding the tasks by technicians
The technicians did not know the details of the malfunctions they would encounter until they arrived at the fault site, which, for example, resulted in delays in the process of ordering parts for repair, also resulting in above-optimal troubleshooting time.

# And then came Infraspeak.

After setting in Infraspeak, Pedro Graça reports a drastic reduction in the number of maintenance calls received and clear improvements in promptness regarding troubleshooting, as well as greater control over work time and tasks completed.

## Fewer calls and interruptions

The 20 daily calls that the manager received from technicians were reduced to one or two - all reported on Infraspeak and informed by email. Everything is centralized on the platform and available to technicians and managers.

> *"The technician just has to worry about what he can do best: maintenance. Infraspeak does the rest."*
>
> **Pedro Graça**

## Greater knowledge for technicians

Pedro Graça reports that the fact that the technicians know in advance what kind of malfunction they will encounter, stands as a great advantage. That way, when they get to the customer, they already know the equipment and know the state of the order of the necessary parts, etc. With the Requisitions module, the manager updates the status of requests made by the technicians, in which the information is visible to everyone.

## Better reports, better standard tracking

With dozens of equipment and more than 100 units across the country, it's hard to keep up with all the assets. Infraspeak makes it easy to do this by letting you download complete records and reports with job details at each location.

> *"Today we can safely say that we have a more organized and detailed control. It is far superior to the competition and customers recognize it"*
>
> **Pedro Graça**

## Control over working hours

The problem of estimating hours per task is over. Now, the technicians follow the tasks that they have in the guides, with no surprises. The technician arrives at the device, reads the NFC tag using his smartphone and knows before-hand everything that needs to be done. Adding to that, the manager can check the percentage of compliance with the preventive maintenance plan and know in advance if it will be necessary to hire more hours with the customer.

## 40% more successful deals

Pedro Graça reports that with Infraspeak, he can respond much more quickly to budget requests, as he already has information on the type of breakdown, its urgency, the need for other suppliers, materials or equipment and other details.

## Why Infraspeak?

After a year with Infraspeak, Frostline issued 150 more budgets, which translated into a 40% increase in successful deals.

According to Pedro Graça, the scope and flexibility of Infraspeak facilitates the work of managing clients, assets and technicians, also allowing decentralizing the workload.

> *"It was all on me before, now it's all on Infraspeak. I can rest assured that my colleagues have access to everything and are able to solve any situation without depending on one person. Looks like Infraspeak was custom made for us"*
>
> **Pedro Graça**

## How was the implementation?

Infraspeak was implemented at Frostline in June 2016, carefully set and parameterized to ensure the best development of maintenance plans.

And if at first, the technicians were reluctant by assuming that Infraspeak would be a control tool, today they consider it indispensable because they can check all the information anywhere.

> *"Without Infraspeak, the technicians feel a little confused"*
>
> **Pedro Graça**

## Take a look inside.

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

**Ask for a Demo** →