

Fernando Martins, Lda

How did Fernando Martins, Lda gain competitive advantage over the competition with Infraspeak?



Company

Fernando Martins, Lda.

Division

HVAC Buildings Technical Assistance

Managed Buildings

330

Fernando Martins is a company with over 15 years of experience in Technical Assistance and HVAC Maintenance. With over 300 clients from the most diverse business areas, it is recognized for its competence, professionalism and innovative solutions in the sector.

Fernando Martins found in Infraspeak more than a one service: a true partnership. The goal of this joint work is continuous improvement, setting new standards in a market as competitive as Climate and Refrigeration.

Before Infraspeak, not everything worked accordingly...

Communication was inefficient

According to Rita Martins, HR and Quality Manager at Fernando Martins, the maintenance contract planning was done manually, which caused pending matters and loss of information between the technician, management and the customer.

Maintenance needed organization

To achieve goals and overcome challenges, it was indispensable to organize contracts and ensure a better planning and compliance with scheduled maintenance and technical assistance plans.

The previously used software was not suitable

The previously used tool by Fernando Martins did not had the necessary flexibility as it was developed for different Facility Management services other than technical assistance.

And then came Infraspeak.

After the implementation of Infraspeak, Fernando Martins saw improvements in the technicians' **work efficiency**, the **quality of the service provided** and even in terms of **marketing and customer acquisition**.

Information at your fingertips

With just one click, the manager can access the complete interventions log and equipment from any client - something that previously meant consulting paper records. In regards to the technicians, they have easy access to the data sheet of any equipment as well as their planned daily tasks.

More organized maintenance

Having implemented the platform for planning and execution of preventive maintenance plans, Fernando Martins also started to use Infraspeak for fault management.



"As we explored Infraspeak, we became more involved with the tool we developed our way."

Diogo Pinto
Engineering Manager responsible for
implementing Infraspeak

Competitive advantage

André Costa, Marketing and Communication Manager at Fernando Martins, says that "Providing technological solutions, such as Infraspeak does, is an asset in our Marketing strategy. Our customers understand the advantages of working with the appropriate software that actually works. One of the main arguments is the provision of a "customer interface" so that they can manage in real time the history of malfunctions and maintenance, the status of current malfunctions and scheduled interventions.

In addition, "in order for our customers to be increasingly competitive and stay ahead of the competition, it is requisite to have flexible and functional software, based on modern technologies that save time and money. This way, our customers can enjoy the most efficient HVAC Service & Maintenance solutions at no additional cost," he adds.

No more paper reports

If previously it was necessary to fill in the work sheets manually with each intervention, with Infraspeak everything is automatic and immediate. The absence of paper reduces bureaucratic work and environmental impact.

Why Infraspeak?

Throughout its more than 15 years of experience, Fernando Martins has always been known for its availability and competence linked to innovation, so the application of a maintenance management software was already part of its strategy. Four years ago, when they first came across Infraspeak, they were exploring another tool, but they considered it very limited and with very limited customization possibilities. Using Infraspeak and realizing that it's so simple and easy to adapt to any need was critical.



"That's when we realized the potential of this tool and what we could do with it."

Rita Martins
HR and Quality Manager

How was the implementation?

Infraspeak was implemented by Engineer Diogo Pinto, who inserted the equipment families on the platform, registered the assets, created the parameters, associated the NFC tags and made sure everything was operational.

Technicians were already using mobile devices for field work, so the adjustment was simple and quick.



"Technicians today don't want anything else. With Infraspeak you have more control over your work and reporting is automatic. So, they don't need to fill in anything else and they no longer want to work on paper. Having centralized information and service reports available once the work is completed is a great asset."

Diogo Pinto
Engineering Manager

Take a look inside.

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

Ask for a Demo →

