



**Chiller Systems Service**  
COMMERCIAL/INDUSTRIAL HVAC

# CHILLER SYSTEMS



Jonas  
**ENTERPRISE**  
SERVICE & CONSTRUCTION SOFTWARE

# CHILLER SYSTEMS

## INDUSTRY

**HVAC-R: COMMERCIAL & INDUSTRIAL**

**PREVIOUS SYSTEM** MAXWELL

### PROBLEMS BEFORE JONAS

TIME CONSUMING  
MANUAL PROCESSES  
LACK OF INTEGRATION

### **JONAS SOLUTIONS**



ACCOUNTING



MOBILE  
SOFTWARE



DISPATCH  
SCHEDULING

# 2000%

**REDUCTION IN  
THEIR BILLING  
CYCLE TIME.**

## BACKGROUND

**Chiller Systems Service, Inc. ([www.chillersplus.com](http://www.chillersplus.com)) offers HVAC repairs, retrofits and maintenance to take care of any heating, ventilation or air conditioning issues their clients are faced with.**

As professional Denver HVAC contractors, they strive to continually build their business through an ever-increasing, loyal base of customers. With the goal of operating a more streamlined, integrated, and automated business, Chiller Systems Service, Inc. began to realize that their current software system, Maxwell, was limited in its capabilities and was not going to be able to handle their software requirements going forward. Chiller wanted a software system that understood the intricacies of their HVAC business and could provide a complete, all-in-one solution. With that being said, Chiller leveraged Jonas Construction Software to enhance their overall operations and help their business grow and increase profitability.

**Before transitioning to Jonas Construction Software, Chiller Systems Service was using Maxwell as their construction software system.** With Maxwell primarily an accounting first software, Chiller found themselves spending a lot of time trying to perform simple tasks. As Scott Tracy, Owner at Chiller Systems Service stated, "With Maxwell, we had to complete all of the accounting processes before we were able to bill anything, which was quite time consuming and did not work well for us, especially in the service industry where quick billing is crucial." Another issue Chiller had with Maxwell was reporting. It was quite difficult for them to extract data from the Maxwell system, which left Chiller unable to generate any useful reports in a timely manner out of the Maxwell system. There were also integration issues between Maxwell and their third-party field service software, which disrupted and limited their overall service capabilities. With these difficulties mounting, Chiller realized that Maxwell would no longer be able to meet their construction software needs and determined it was time to make a change.

## THE PROBLEM

**"With Maxwell, we had to complete all of the accounting processes before we were able to bill anything, which was quite time consuming and did not work well for us"**

Scott Tracy,  
Owner at Chiller Systems Service

## THE SOLUTION

**Chiller has reduced  
their IT expenses by**

# 50%

Jonas Construction Software has helped Chiller Systems Service streamline their service operation, reduce their billing cycle, and increase their overall accessibility and visibility. Since implementing Jonas, Chiller has been able to reduce their billing cycle from 3 weeks down to just 1 week, representing a 200% reduction in their billing cycle time. Chiller Systems Service is now able to bill on a weekly basis from the time the work order is completed, representing a faster turnaround on their cash flow. With Jonas, and the eMobile module specifically, Chiller has reduced their IT expenses by 50%, effectively eliminating laptops with more cost effective tablets in the field. "I can't imagine life without mobile technology, and using Jonas eMobile for that technology has worked well. It's a huge advantage for us that our technicians are working in 'real-time' for our customers benefit. There are just so many time and cost savings associated with having eMobile, it's been great for us." stated Scott Tracy. With regards to their service operation, Chiller is now able to operate at a much more efficient level. Their technician work hours and work orders are all available in real-time and reported on a daily basis, which allows their service manager to better schedule tickets, determine work order status, and plan their overall service operation more efficiently.



**During the initial transition from Maxwell to Jonas Construction Software, expectations were setup from the beginning letting Chiller Systems Service know exactly what to expect during the process.** This allowed Chiller to learn how to operate Jonas at their own pace, while focusing in on their specific business requirements. The trainers took the time to ensure that Chiller really understood how the software worked and provided them with tips and tricks to be successful. A test company was setup, a standard process for all new Jonas Construction Software clients, which allowed Chiller to try the software in a simulation setting without having to worry about making mistakes. The test company was quite beneficial to Chiller as Scott Tracy stated, "With the test company, we were able try the software out and vetted a lot of the issues prior to going live without having to worry about the impact on our business. This was a really powerful tool and a huge advantage for us as we were able to really train and learn the software, which gave us a great deal of comfort knowing we would be ready once the we went live with Jonas." Chiller also took the initiative to train upfront and really put in the work required to get up and running on Jonas. Their hard work, in conjunction with their dedicated internal Jonas trainer, Chiller Systems Service was live in only 30 days.

**Since partnering with Jonas Construction Software, Chiller Systems Service is now running a more automated, integrated, and paperless service operation.** With the dispatch scheduler from Jonas, Chiller is now able to easily schedule their service tickets, as well as forecast much better and schedule service jobs in advance. The Digio document management system has provided Chiller with an integrated and organized solution to document storage. They are now able to locate documents quickly and easily, from anywhere and at any time, which has proven quite useful to their business. As Scott Tracy stated, "With Digio, if a customer calls in and I need to access a particular work order or invoice, I can simply go into Digio, search, and access the work order which not only saves us time, but helps improve our customer service as well." Another great benefit Chiller has experienced has been the Jonas executive dashboard. With this module, Chiller is able to view financials, key performance indicators, and highlights from a single dashboard view. This provides Chiller with quick access to how the company is performing, as well as the ability to uncover any financial discrepancies.

**Through partnering with Jonas Construction Software, Chiller Systems Service has not only been able to streamline their internal service operation, but also enhance their customer service as well.** From the initial training process, Chiller was able to learn the software at their own pace and were setup for success. Since deploying Jonas Construction Software, Chiller has reduced their billing cycle, reduced overall IT expenses with Jonas eMobile, and are now running a more organized and efficient service business. Not only are their employees more satisfied with the user friendly Jonas software system, but with the ability to provide exceptional service, their customers are much happier as well. With Jonas Construction Software, Chiller Systems Service no longer has to worry about their software system, and can now focus on continually improving and growing their business.

TRANSITION  
TO JONAS

BENEFITS

CONCLUSION



# ABOUT

Jonas Construction Software provides industry-leading business management and accounting software to our clients. Our fully-integrated solutions provide all of the tools that you need to increase productivity and improve your bottom line. At Jonas, we make it easier for companies to focus on what is

important - their customers, their projects and their employees. We do this by streamlining their operations and giving better visibility to the entire organization. This gives your employees the tools to do their jobs better, support your customers and achieve your company goals.

## LEARN MORE

### WHAT WE DO

WATCH OUR 90 SECOND VIDEO



### WHO WE ARE

FIND OUT WHAT WE BELIEVE



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