Today high performance buildings are energy efficient, durable, environmentally responsible and can provide an environment for improved employee productivity.

With the experience and expertise of organizations such as Brady Services of Greensboro, NC. building operational performance can be maximized at peak efficiency. With locations in Raleigh, Durham, Fayetteville, Wilmington and Charlotte, Brady Services for more than 50 years has provided energy systems and comprehensive commercial/industrial HVAC building solutions.

"After implementing Clearview we got a "best of breed" application that was truly integrated. We were able to significantly reduce process steps throughout our organization. Clearview helped us streamline our efficiencies so well, that we have been able to grow our field support staff by 30% without needing to invest in additional administrative support. If you are looking for a partner who will be there to help drive your business growth, I would recommend working with Nexterna."

Ann Liverman, Brady Services

The Challenge

Prior to using Nexterna Clearview Brady Services used a service software module for dispatching technicians, along with a number of paper processes and manual methods of recording data pertaining to service calls and service contracts. "The service contract functionality did not meet our requirements and communicating with personnel in the field was difficult, if not impossible".

Brady Services decided it needed to fully automate its field service operations. "We wanted to better manage our service contracts, provide up to date information to our service technicians in the field and update our system scalability for future growth. We also wanted to understand how long it was taking for the technicians to service our customers what problems they were encountering," says Ann Liverman, Database Administrator

The Clearview Solution

Each day, personnel at the company's dispatch center use the scheduler to determine the technicians' service calls. The software takes into account the service to be done and when service is to be performed as a function of the service agreement. Assignments are refined to the appropriate technician based on customer proximity and technician skill set. Service calls are then dispatched to

the field technicians via web access. Service vehicle routes are monitored, tracked and displayed on the MapPoint dispatch screen from real time GPS data. After completing each call, technicians update the Clearview software remotely with all of the information about the assignments they have completed.

The Benefits of Clearview

Nexterna Clearview has allowed us to improve management of our service agreements and reduce the amount of time it takes us to deploy a technician to a customer site. Technician productivity has improved substantially, technician visibility is seamless and adhering to our Service Level Agreements is not a problem to maintain. The result has been a substantial improvement in customer satisfaction and a reduction in service contract administrative effort.

"Things naturally run more smoothly when the system technology is flexible, scalable and can grow with your business. As our service business continues to grow, we do not need additional administration resources, therefore we can maintain our cost structure without jeopardizing customer satisfaction", Liverman notes.

What's Next?

Following the system success with Clearview, Brady Services will be expanding the solution to all of their service technicians. Web access in the field will be used by the service technicians to connect to system which includes GPS service vehicle information from Contigo.

About Brady Services

Brady is headquartered in Greensboro, North Carolina with locations in Raleigh, Durham, Fayetteville, Wilmington and Charlotte. Founded in 1962 by Chairman Don Brady, the company remains a family owned enterprise, today employing 328 associates. The company works with building owners, facility managers, developers, architects, engineers and contractors providing sustainable, comprehensive building solutions for commercial and industrial facilities. Brady provides customers with a diverse range of HVAC and building solutions including building automation, energy conservation, green design, performance contracts, access controls, security, mechanical systems, parts and supplies, as well as world class technical support. For more information, visit www.bradyservices.com

About Nexterna

Nexterna is a leading provider of service management solutions offering extensive capabilities in mobile resource management. Nexterna's solutions deliver improved customer satisfaction, reduced operating costs and increased efficiency of mobile resources. Our team provides several years experience in developing, implementing and supporting service management and mobile applications. Nexterna's Clearview product is a web-based Service Management system that utilizes the latest technologies including wireless communication and GPS location technologies.

For more information please visit www.nexterna.com or call 888-343-5377