

CASE STUDY

How ezManagement improved Buggy Refrigeration service

Buggy Refrigeration

COMPANY BACKGROUND

Was established in 2005 and specialised in the installation and servicing on a wide range of Refrigeration and air Air Conditioning Equipment. The company was started up by Martin Buggy, who's aim was to bring a fresh approach and expertise to the industry to ensure customers requirements were exceeded and standards were complied with.

Engineers within the company are fully trained, with many years of experience and expert knowledge behind them. The Company is Fgas registered and comply with the most up to date standards for handling Refrigerant

Main Services

Our aim is to provide our Customers with the best equipment available to them on the market along with an efficient and responsive back up break down service. Buggy Refrigeration "bringing a fresh approach to your cooling needs"

COMMERCIAL

Buggy Refrigeration Services have been servicing needs in the retail sector for over 10 years. We have become specialists in the planning, designing and Installation of a wide range of Chilled and Frozen Refrigerated Equipment over that period

AIR CONDITIONING

We provide complete Air Conditioning solutions for the Commercial and Industrial Market. We can offer the complete package , from consultation through to installation and maintenance we have the skills, capabilities and experience to guide you through every stage of your air conditioning installation.

INDUSTRIAL

We specialise in the installations of many Industrial type Refrigeration systems. Whether it be small or big we can offer a complete package to our customers from the initial design process to the complete operational set up.

Problems faced by Buggy Refrigeration

The company were not efficient and as the founder- Martin Buggy- put it:

“we had lots of paperwork and were losing track sometimes of our calls.

“Keeping up with our yearly maintenance contracts was a problem and having an up-to-date call history for each of our customers was also time-consuming and taking logs of parts that were used and taking logs of our engineers time spent on jobs was very time-consuming”.

What they wanted

- to remove the paperwork from their workflows
- to ensure contracted jobs were never missed.
- to access a full client service history at the touch of a button.

Martin stressed that they needed an easy to use solution that would not need a lot of set up and training and provided best in class support if something went wrong, as downtime for engineers meant loss of revenue. Buggy Refrigeration have been using the ezServiceHUB now for a long time.



KEY OUTCOMES

EZ Management's job management mobile platform guarantees they won't miss contracted jobs through forgetfulness. Since using ezServiceHub, mountains of paperwork are a thing of the past because now they use a fully automated solution that enables Work Dockets, Compliance Documents and forms to be completed digitally making them a more efficient and compliant organisation.

COMPANY REVIEW

“We now can turn a service call into an invoice instantly and we can send it back via an email to our customer straight away. All the engineers have a full service history to hand on their application on their mobile device and they have an option also on the App to send back pictures or for parts that may be needed or a breakdown of the system if they needed to show us in the office here a fault or to order a part for a fault on a piece of equipment. If we have any problems, ezManagement are just a phone call away and I would highly recommend them for anyone who is looking to improve their field service management in their company.”