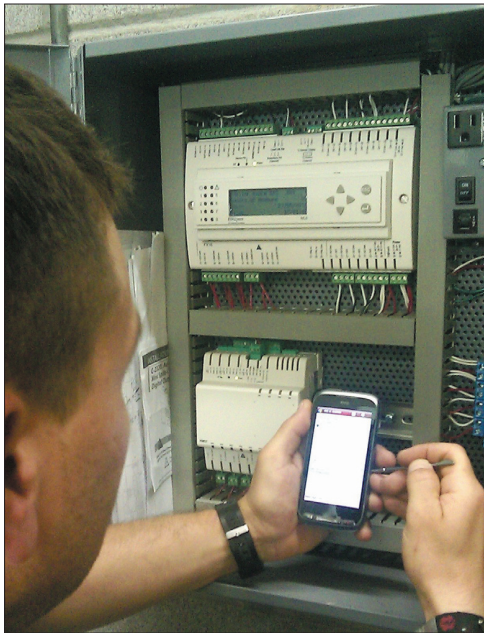


High-end Contractor Reaches New Heights with Mobile Software Solution



Mobilio's Web-based and mobile software solution, which uses Microsoft's latest proven technology, allows companies such as Aircon to service and support equipment and/or assets and use work (job) orders to record transactions – and much more.

With more than two dozen years in business, Aircon Mechanical Systems Inc. has established a reputation for high-end HVAC service. In fact the company provides high-rise service to approximately 70 buildings in the Greater Toronto area, in addition to performing custom design, manufacture and installation of HVAC equipment.

Maintaining a highly trained workforce that's well versed on the latest technologies has always been a guiding principle at Aircon: Company management and top technicians have worked together as a team for over 20 years and all stay current with technology and safety training.

Aircon services roughly 500 boilers and hydronic air systems, 400 rooftop units, 80 makeup air units, and 30 pool systems, and working to keep all of those systems running is a team of roughly 32, including 12 HVAC and 13 sheet metal mechanics in the field.

Challenge:

"We were having a hard time getting the billing out in a timely manner and sometimes work orders would be missing. We also had servicemen driving to the office just to drop off work orders and hand in time sheets every week."

A Necessary Change

In 2007, with so many existing service contracts and a growing workload, Aircon management had grown weary of the difficulties it had been experiencing in keeping up with paperwork and record keeping. "We were having a hard time getting the billing out in a timely manner and sometimes work orders would be missing," said the company's Office Manager, Joanne Laval. "We also had servicemen driving to the office just to drop off work orders and hand in time sheets every week."

Further, the company was unable to easily pull up customer work history reports, which made it very difficult to stay organized. "We just weren't as organized as we'd like to have been. Everything was on paper and we would have to go through boxes to pull up work history reports."

Solution:

"Mobilio has changed the office completely. The reduced amount of paperwork, the service history at our fingertips, the maintenance contract hours allowed are completely under control, and quoted jobs have become more cost efficient."

Aircon management began analyzing software programs with the goal of addressing these challenges. "We came across Mobilio and really didn't need to look any further because it seemed so user friendly for the office staff as well as the technicians in the field," Laval recalled.

According to Laval, Mobilio was a great answer for Aircon for the following reasons:

- They needed to keep detailed history of service completed at customer sites at their fingertips
- Their servicemen were driving to the office each week to submit paperwork
- They wanted to reduce paper usage
- Communication between the office and the field was difficult at times
- They needed to better account for the hours allowed for maintenance and quotes

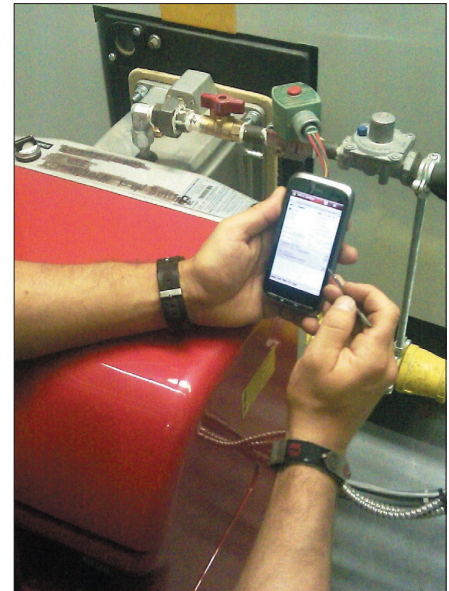
Signing on the Dotted Line

In November 2007, Aircon purchased the Mobilio package, and to implement the program they also purchased 12 HTC P4000 Smartphones with signature pads. Laval said that the training process was easier for the office staff but a bit more difficult for the servicemen.

However, she added, the assistance they received from the Mobilio staff was outstanding. "They spent a lot of time training us and to this day, still provide great support anytime we need it," she said.

"Mobilio has changed the office completely. The reduced amount of paperwork, the service history at our fingertips, the maintenance contract hours allowed are completely under control, and quoted jobs have become more cost efficient," Laval said. The program works well with Microsoft Excel, which is very helpful when analyzing the company's performance.

Anibal Martins, an HVAC-R mechanic who has been with Aircon for five years, was open to Mobilio from the start – he had used it at a previous job. "The software is very intuitive which makes it very easy to navigate and use it. It has definitely made the paper work much clearer, quicker, simpler and more direct between us, the technicians, and the office. It also saves me extra trips to the office to drop off my paper work," Martins said.



Mobilio connects your technicians in the field with your office in real-time – with personal digital assistants (PDAs) and Mobilio field software you and your technicians are always connected.

Always Improving

Aircon has devised new ways of using the software to improve its business and Mobilio has implemented some of these new ideas. For example, Mobilio integrated a contract service management function that allows Aircon to automatically have work orders generated and sent to their service techs each month. The work orders are sent with the hours



Aircon Mechanical Systems Inc. has as many as 25 employees in the field on any given day in its fleet of vans – it also occasionally rents a helicopter for heavy lifting. All the field techs and the office stay in touch via Mobilio, which has transformed the way the company does business.

allowed for each contract so the technician knows how many hours have been allotted for each site.

"Now when doing quoted jobs, if we allowed two servicemen two days, that's what we put on the work order before we send it to them so they know how many hours they have to do that work. There are no more excess hours on quotes, which has really paid off," Laval said.

"There are so many more ways this has made our company run more efficient, I couldn't put a dollar on it, but it has made a tremendous difference," Laval said. The essence of a win-win situation: A business using the latest technology to improve its workflow and bottom line – Aircon and Mobilio.

Job No.	Status	Priority	Assigned	Subst Annual	Duration	NO. Techs	Work R
001455	W- Waiting for Parts		Warren Down	08/22/09 12:00	1-Service	No Cost	
001455	1- Accepted		Warren Down	08/16/09 10:00	3:00	1-Service	NO COC
001452	1- Accepted		Warren Down	08/15/09 11:00	3:00	1-Service	Hot Wkr
001452	1- Accepted		Warren Down	08/15/09 10:00	3:00	1-Service	Hot Wkr
001358	R- Transfer to another		Rob Williams	08/15/09 08:00	3-Job		Installat
001326	R- Paperwork Done		Warren Down	08/18/09 10:00	1-Service	No Hot Y	
001326	3- On site		Alan Cagle	08/17/09 10:00	1-Service	NO COC	
001450	R- Paperwork Done		Rob Williams	08/17/09 15:00	4:00	3-Job	Install SI
001329	2- In route	3	Drew Emma	08/17/09 14:00	2-Hrs	Contract	July PM
001328	R- Paperwork Done	1	Warren Down	08/17/09 14:00	3-Service	NO COC	
001329	1- Accepted	3	Larry King	08/17/09 13:00	3-Job		Install n
001328	3- On site		Tex Cleveland	08/17/09 12:00	2-Hrs	Contract	July PM
001322	W- Waiting for Parts		Jim Trak	08/17/09 12:00	3:00	1-Service	Hot Wkr
001322	5- Work Completed		Jim Trak	08/17/09 09:00	1:00	1-Service	NO COC

Mobilio's Dispatch Board serves as "mission control" in running Aircon's service operation. It allows a dispatcher to communicate with field technicians in real time throughout the day, providing automatic alerts and more.



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