

WORKS



What Tom Nichols, President of Duct Works, says about Smart Service:

“Smart Service is a good, cost effective solution for small to medium sized businesses. It delivers what you promise!”

Duct Works was founded in 1992 as a family owned business. With fifteen employees, they service about 80% residential customers to their 20% commercial. They offer complete HVAC services, Sheet Metal Fabrication and Indoor Air Quality Services, such as duct cleaning.

Prior to purchasing Smart Service, Tom Nichols, President of Duct Works, did everything on paper. Tracking customer history was a big challenge. They needed something more at their fingertips...a paperless system.

The fact that Smart Service could fully and seamlessly integrate with Quick Books was the top selling feature for Tom. He saw a demo of the product at the ComfortTech show and the “plug and play” aspect along with the fact that he didn’t need an army of people to integrate it was all it took for Tom to be sold.

Since this was the first dispatch software that Duct Works had ever used, he didn’t want to get in over his head. The price was reasonable and all the features that he needed to manage his scheduling and become “paperless” were available in Smart Service.

Today Tom is still very happy with his decision to choose Smart Service as his solution. The scheduling, customer history and multi-view features provide everything he needs to operate efficiently. “We are running our company with it and it works! What more do I need to say.”

