

Customer Story

AMBIENT MECHANICAL

Discover how a forward-thinking full-service HVAC organization uses FIELDBOSS to centralize data, streamline efficiencies, and strategically expand its operations.

THE SEARCH FOR SCALABILITY

As a forward-thinking company ahead of the times, Ambient Mechanical has been using a computerized dispatch system for over 30 years. They originally used an ERP platform for contractors called Jonas, which they subsequently outgrew. The software couldn't scale up to what they needed, and the owners wanted to move to a digital, paperless system.

After considering their future growth plans, the owners of Ambient Mechanical decided to invest in a system made for field service and construction called WennSoft. The HVAC organization went through the entire implementation project – only to discover that the system didn't fit their existing processes or people. The system itself was difficult to use, making everyday tasks challenging for staff and ultimately leading to low adoption. They also experienced glitches in the software and struggled with the slow response rate and lack of support from their partner.

WHY AMBIENT MECHANICAL CHOSE FIELDBOSS

One day during this tumultuous period, one of the co-owners and current General Manager and Director of Services and Operations, Tony Mammoliti, came across an email from Microsoft. It was an event invitation at the Microsoft Head Office in Mississauga to learn about a new integrated field service solution called FIELDBOSS.

He decided to attend the seminar and discovered that FIELDBOSS was exactly the type of scalable, industry-specific software platform that-



COMPANY

Ambient Mechanical

INDUSTRY

HVAC Contracting

LOCATION

Concord, Ontario

BACKGROUND

[Ambient Mechanical](#) is a full-service heating, ventilation, air conditioning (HVAC), and mechanical service company that has been in business for over 40 years. Since 1982, the HVAC contractor has grown from 7 to 120 employees and expanded its services to electrical, plumbing, building automation systems, and construction management.

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would fit their unique HVAC contracting needs and future-proof their business. After the presentation, Tony asked for a deep dive into the system and went down the road of requirements gathering to see if it would work for Ambient Mechanical.

From the very beginning, the FIELDBOSS team was very supportive. “We felt that FIELDBOSS and the Microsoft platform aligned with our business and ticked all the boxes of what we were looking for,” explains Tony. “Not only did the software have the functionality and flexibility to expand, but the company itself was open and fully supportive of our goals.”

THE START OF A LIFELONG PARTNERSHIP

At roughly 70-80 customers, Ambient Mechanical ended up being the first HVAC contractor of this scale to implement FIELDBOSS in Canada. They implemented FIELDBOSS and added integrations for Microsoft Dynamics GP (accounting), Dynamics CRM, and Microsoft 365.

For over 9 years, Ambient Mechanical has been using FIELDBOSS to manage their growing HVAC contracting business. They have successfully adopted the FIELDBOSS mobile app, streamlined process efficiencies, and significantly expanded their service operations. Working directly with the FIELDBOSS team, they have played a pivotal role in helping shape the FIELDBOSS solution for other HVAC contractors around the world.

One of the biggest impacts that FIELDBOSS has had on Ambient Mechanical has been in their overall data management and digitization practices. FIELDBOSS has eliminated the physical paperwork and manual filing cabinets of the past and replaced them with an easily accessible and organized database used transparently by the entire organization.

According to Tony, “Today compared to 8 years ago, FIELDBOSS has given us a much simpler way to trace the steps of when a specific sale started within our company to where it ended up. We can look up work orders, inventory inquiries, invoicing details, and diagnose a customer complaint within minutes now.” Here are some of the outcomes Ambient Mechanical has achieved since transitioning to FIELDBOSS:

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Tony Mammoliti
General Manager, Director of
Services and Operations
Ambient Mechanical

ACCURATE, CENTRALIZED DATA

Ambient Mechanical manages its entire HVAC and construction operations in FIELDBOSS, from accounting and sales to dispatch and scheduling. This has helped them find process efficiencies, improve service response, and expand their business.

REDUCED PAPERWORK BY 98%

By centralizing their data in FIELDBOSS, Ambient Mechanical is now almost completely digital. Not only is this great for the environment, but it has helped improve operational visibility, communication, and customer service for the growing HVAC contractor.

EXTENSIVE COST SAVINGS

Ambient Mechanical's service technicians are equipped with full work order and service call history for every job site so they can quickly assess and accurately diagnose the repair. Over the years, this streamlining of efficiencies has saved money, improved fix rates, and increased customer retention

FASTER CUSTOMER RESPONSE TIMES

With FIELDBOSS, customers no longer have to wait days for answers or inquiries. Now that office employees don't have to sift through hundreds of physical work orders, they have all pertinent customer and job information at their fingertips to confidently respond to customer requests in minutes.

SELF-SUFFICIENT EMPLOYEES

From service technicians on the road to sales and administrative employees in the office, FIELDBOSS provides data visibility and access for everyone to see what they need to do their jobs effectively. This reduces the time it takes to find answers, enhances communication, and provides transparency across the organization.

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“Technology should be used as a tool to make your company better. That's what we've experienced with FIELDBOSS.

Over the years, it has improved process efficiencies, saved money, extended our resources, and enhanced productivity across the entire organization.”

Tony Mammoliti
General Manager, Director of
Services and Operations
Ambient Mechanical

**Scale Your HVAC
Operations with
FIELDBOSS**

Book A Demo Today