CASE STUDY

CONNECTUS STREAMLINES DEVICE DEPLOYMENTS FOR HVAC TEAMS: REDUCES TICKET TIME FROM 8 HOURS TO 15 MINUTES

Challenges

Device Sourcing & Procurement: Difficulty sourcing iPads and iPhones quickly enough to keep nearly 8,000 technicians operational. Tight deadlines with no room for field downtime.

Inventory & MDM Management: Inability to manage devices and inventory from a single pane of glass. Manual MDM setup created visibility gaps and delayed deployments.

Deployment Bottlenecks: IT team physically touched each device, leading to burnout & inefficiencies. Average ticket response time: 8 hours, causing extended tech downtime. Month-to-month inventory fluctuations overwhelmed internal IT resources.

Solutions

Scalable API Integration: Direct integration with the customer's ticketing system. Automated request-to-ship workflows—zero-touch for internal IT and Admin staff.

Custom MDM Configuration: The ConnectUs team built tailored MDM profiles to match HVAC field use and security requirements. Devices arrive fully enrolled, configured, and locked down to company specs - fully end-user ready.

End-to-End Deployment Management: ConnectUs handled procurement, warehousing, configuration, and both outbound & reverse logistics. Devices shipped ready-to-use out of the box, minimizing tech downtime.

Benefits

Drastically Improved Response Time: Reduced ticket turnaround from 8 hours to 15 minutes.

Reduced Technician Downtime: Decreased technician downtime from 2–4 days to less than 24 hours.

Accelerated Growth: Enabled customer to scale acquisitions from 1 to 7–9 HVAC company acquisitions per month.

Time & Cost Savings: Reduced the need for manual device handling by internal IT and optimized inventory management, lowering the number of activated devices required. This resulted in monthly savings of hundreds of thousands of dollars.

One-Stop Lifecycle Solution: One partner for procurement, configuration, logistics, and support—start to finish.





ConnectUs

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