

New England Air Takes the Paper Out of Paperwork

CASE STUDY



New England Air Systems (NEA) provides best-in-class mechanical and plumbing solutions for the Vermont, New Hampshire, and New York areas. Since 1972, NEA has been committed to earning and maintaining the long-term trust of their customers for almost 50 years.

New England Air Systems was facing several problems with their field services documentation processes. To combat their paperwork process inefficiency, NEA turned to the naturalForms solution for use on their technicians' devices.

"We completely eliminated our use of paper forms for our work orders and associated reports—that's a lot of money saved... We [also] turned billing from a 7-day turnaround to 1 day."

*—Ray St. Pierre
NEA Service Manager*

65,000+

forms processed

99.4%

error reduction

100%

paper eliminated

CHALLENGES

Due to New England Air Systems' use of paper forms, the company was subjected to several operational inefficiencies, including:

- **Delayed Invoicing.** Paperwork was only received at the end of the week leading to delays in billing.
- **Duplicated Work.** Manual entry of form data by office personnel duplicated their workload.
- **Inaccurate and Incomplete Forms.** Field Technician's handwritten work orders were hard to read making them difficult to complete.

SOLUTION

As the Service Manager for New England Air Systems, Ray St. Pierre needed to speed up his company's processes and improve efficiency. Ray was looking for something that could cut down on the long processing times and improve profits by eliminating waste. While searching, he discovered naturalForms and saw how its digital forms was the best solution for:

1. Eliminating printing and paper waste within the company.
2. Speeding up processing of all documents internal and customer facing.
3. Improving efficiency with instant document processing.
4. Easy onboarding given form customization to mirror the existing forms being utilized.

"This has improved the accuracy, completeness, and processing time of the paperwork. As soon as the technician completes the work order, it is submitted to the office for billing. We have reduced our billing turnaround time by days which improves cash flow."

*–Ray St. Pierre
NEA Service Manager*

RESULTS

Since switching to naturalForms, New England Air Systems has been able to streamline their workflow process. Sales and Service forms are now completed on tablets while still maintaining the look and feel of their original paper forms to ensure ease of use.

Some of the other benefits NEA has experienced since using naturalForms digital solutions include:

1. **Cost Savings.** Total elimination of paper through digital forms.
2. **Improved Cash Flow.** Reduced billing cycle from 1 week to 1 day.
3. **Operational Efficiency.** Instant transmission of completed forms to customers and home office.
4. **Ease of Use.** Over 100 forms digitized.
5. **Increased Profits.** Lower operating cost and more jobs completed.



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