Comfort Systems: Enabling Service Teams and Scaling Success with AI

COMFORT SYSTEMS USA

Industry:
Engineering and Construction

Country:
US

About Company

Comfort Systems USA is a leading building and service provider specializing in mechanical, electrical, and plumbing building systems. The company's expertise spans construction, modular construction, building services, and building automation systems.

Challenges

Hypergrowth Demand and Talent Gap

Experienced growing complexities across technical equipment, plus a lack of qualified technicians to meet customer needs.

No Simple Way to Measure KPIs

Lacked full visibility on key metrics such as the First Time Fix Rate and Resolution Time — plus overall service team performance.

Large Number of Assets Across all Products

Needed to leverage information from 41,000+ key assets, plus different manufacturers of components and equipment.

Combating the Skills Gap

One of the primary challenges organizations face in the service industry is a talent gap, coupled with the escalating complexity of technical equipment. The scarcity of qualified technicians has necessitated the development of scalable solutions to serve an expanding customer base with limited talent resources. Comfort Systems is no exception. Finding the optimal solution from among 41,000 important assets is time-consuming and nearly impossible.

> "**Aquant has allowed us to capture the experiences of our technicians and build an ecosystem of information.** This allows us to instruct a technician on what to do and walk them through the process with Aquant's troubleshooting capabilities."
>
> - **Joe Lang**, VP of Service Technology and Innovation, Comfort Systems

Enabling Teams and Scaling Success with AI

By leveraging **Aquant**, Comfort Systems created an extensive knowledge database, harnessing the collective expertise of **over 2,400 technicians.** This digital ecosystem stores vast amounts of data and actively aids technicians in real-time problem-solving, regardless of their experience level. With **Triage**, they established more efficient first-time fixes and reduced resolution costs, enhancing customer satisfaction. Service teams can address issues with greater confidence and much faster.

Improved First-Time Fix and Technician Productivity

By ingesting assets and experts' knowledge, Comfort Systems built a rich knowledge base and **increased First Time Fix Rate by 9%**.

Improved Operational Efficiency

By improving onboarding and productivity for technicians, as well as enabling the Support team, Comfort Systems **reduced Resolution Costs by 49%.**

Built an Extensive Information Ecosystem

Aquant became the foundation of the decision-making process for leaders at Comfort Systems.

Key Takeaway:

With Aquant, Comfort Systems was able to reduce resolution costs by **49%**

Elevating Service with Aquant

Aquant is an AI platform for service professionals working with complex equipment. It delivers expert-level answers instantly by capturing documented and institutional knowledge — improving machine troubleshooting, cutting costs, and turning service into a revenue engine. With Aquant AI, service professionals can be ready for anything.

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