

The Waldinger Corporation Finds PENTA Mobile App Drives Productivity and Sales

The **Waldinger Corporation**—a leading HVAC, plumbing, sheet metal, electrical, and service contractor with local presence throughout Iowa, Nebraska, Kansas, and Missouri—expected that using **PENTA Technologies’** Mobile Field Service application would improve productivity and save money when it came to capturing and keying in information. “What we may have underestimated is the ability of our sales team to use the added abilities to market our services,” said Dave Miller, Waldinger’s senior vice president of Operations. “We have definitely had proven results on the sales and marketing fronts.”

Waldinger’s first mobile experiences were with the original Windows® version of the PENTA Mobile application, which were running on

a small handheld device, the ES400. The solution accomplished many of their goals, but it was not as intuitive as they would have liked. “The new iOS version that we are now running on iPad minis™ has been extremely well-received,” said Miller. “The software is much more intuitive and has many new features, and the hardware is stable.”

The company adopted PENTA Mobile Field Service so that its technicians would have more complete information to better serve customers. Technicians can now see previous service history by piece of equipment, so they know more going into the call.

Waldinger also wanted to eliminate duplication of efforts. Miller explained, “Technicians used to write

down a description of work, inventory usage, labor, meter readings, and purchases only to have someone in the office rekey all of that information into PENTA. Now, PENTA Mobile captures the information, we review it in the office, and then it’s automatically entered” into the

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Technicians at The Waldinger Corporation appreciate how easy it is to use PENTA’s Mobile Field Service on an iPad. The app has improved productivity and customer service, which has translated into more sales for Waldinger.

Geiler Plumbing Cuts Installation Times with Wayne Water Systems’ Blue Angel Pumps

Geiler Plumbing found that using **Wayne Water Systems’** Blue Angel Pumps cut down their installation time, improving overall productivity. The new Blue Angel Pumps’ Pre-Assembled Back-Up and Primary System combines all the components needed for a sump pump with a high-quality backup pump and an autodialer that can notify up to five numbers.

“It’s definitely easier (the installation). You’re not playing with acid, and you don’t have to put prongs in anywhere and make sure you have everything wired up correctly,” said Jose Varos, technician for Geiler Plumbing. “With the old ones, you’d

have about 15 lead wires coming over and each one has to be hooked to a certain side. It’s nice that they (Blue Angel) color-code all of them.”

The cast-iron primary pump pushes 60 gallons per minute, while the fully submersible thermoplastic backup pump pushes 47. The backup system includes connection ports for

Blue Angel Pumps’ Pre-Assembled Back-Up and Primary System combines all the components needed for a sump pump with a high-quality backup pump and an autodialer that can notify up to five numbers, which simplified installation and saved time for Geiler Plumbing.

third-party security system notification, while the autodialer allows plumbers to input up to five numbers (including their own) to be alerted in the event flooding occurs. Is this beneficial to the consumer? “I think it is, for quite a few reasons,” Varos said.

“People never go down and

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Victaulic's BIM services and Installation-Ready couplings saved EMC 30 percent in labor costs as they renovated Building 120 (Eisenhower Hall) at U.S. Army post Fort Leavenworth. Projects included replacing the existing HVAC system with a more energy-efficient hybrid geothermal system featuring 240 geothermal wells.

Isometric drawings solved unique challenges within the mechanical room. Space constraints were overcome by laying out the piping in 3D. Four-inch pipes connected the distribution piping and heat pumps for the 640-ton geothermal heating and cooling system, while pipes 12" in diameter and smaller were used for connections off the chilled, hot, condenser, and geothermal waters in the mechanical room. Just as large as the other systems in the mechanical room, the geothermal water piping connected to the underground heat exchange, requiring EMC to reroute the pipes to accommodate the new system. To avoid costly specialty joints, Victaulic CPS specified tightly stacked triple-service valves, providing elasticity and vibration attenuation while avoiding flexible connectors for pumps.

At the onset of the project, EMC planned to weld the systems. But to increase productivity and safety on the job and meet compressed schedules, they chose Victaulic couplings, which feature proprietary Installation-Ready technology for piping up to 8" in diameter. Howell stated that these couplings contributed to labor savings on the project because they can be installed in less than half the time of standard grooved couplings and up to five times faster than welding. "We are huge fans of these new couplings," said Howell. "Victaulic

standard grooved couplings are fast and easy to use, but these are even more so. We'd use them for everything if we could, and we're excited that they're available for 10" and 12" sizes now as well."

While cost, schedule, and a job's bottom line are important components to a project, even more so is the safety of its team. Grooved mechanical systems require no hot work, making them inherently safer than welding by minimizing the risk of arc flash and fire hazard. With no welding, EMC was able to eliminate the unproductive time associated with fire watch. Additionally, transporting complete assemblies to the construction site allowed EMC to reduce material handling, further controlling the work environment and minimizing risk.

"We use Victaulic on every project we can because we know the value they bring in helping us deliver a successful job," said Howell. "After working with the Victaulic CPS team on the Fort Leavenworth project, our people were really sold on it, so now we also use Victaulic drawing services on large mechanical rooms when we can."

For more information, visit www.victaulic.com.

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PENTA system used in the home office.

In addition, Waldinger sought to facilitate equipment service history reporting. "Since this mobile solution allows us to easily track and report service history by piece of equipment, we can communicate more effectively with facility directors. This has been an effective way to sell our services to larger chain accounts," said Miller.

The original Windows mobile version of the software was frustrating for some technicians, but the new iOS version is quite the opposite, Miller pointed out. "All of our technicians have embraced PENTA Mobile Field Service... and you'd have a hard time prying it out of their hands!"

Miller said Waldinger is just scratching the surface of the benefits that can be realized from mobile technologies. "We will certainly be looking to expand our use over the coming years to improve efficiencies and to provide more benefits to our customers," he noted.

Miller added that PENTA Mobile Field Service was simple to implement. "We selected a pilot group for testing, which allowed us to determine best practices for the solution before rolling it out to the rest of our company," he said. He suggested other companies planning to implement mobile applications "start small, develop your list of best practices, and then move to your larger rollout."

For more information, visit www.penta.com.