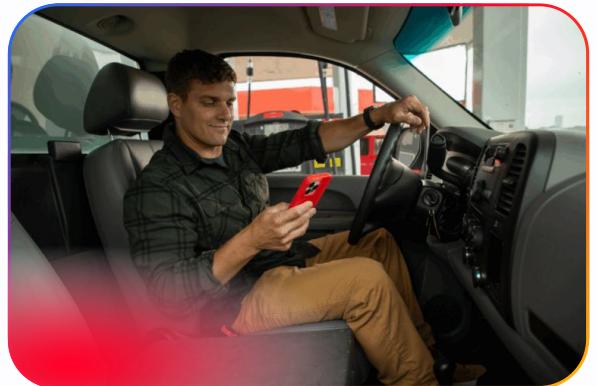


# Customer Success Story

How Doug's Heating and Air used WEX Field Service Management (FSM) to end scheduling chaos and collect same-day payments for service.

## The Customer

Doug's Heating and Air is a full-service HVAC company whose 35-truck fleet handles residential and commercial jobs. They chose WEX FSM to centralize scheduling, payments, and fleet tracking within one single, highly reliable platform.



## Their Challenges

- **Paper schedules** meant updating appointments by hand, technician confusion, and back-office chaos.
- **Inconsistent cash flow** and tracking issues made it difficult to maintain equipment and verify timesheets.

**Our technicians like WEX Field Service Management for a simple reason: it makes their job a lot easier.**

MATTHEW HINES  
OWNER

## WEX Solutions

- **Drag-and-drop scheduling** replaced messy paper systems, ending daily operational frustrations.
- **Mobile payments and GPS tracking** secured same-day payment with real-time fleet visibility.

## Results

[Learn more](#)



### Accelerated cash flow

Technicians collect same-day payments onsite via mobile.



### Operational clarity

Color-coded dispatching matches qualified technicians to specialized jobs.



### Enhanced accountability

GPS data validates timesheets and resolves customer billing disputes.