

# How one HVAC team scaled \$500,000 in new growth

## The Customer

Rick's Repair has been the go-to HVAC team for three Indiana counties since 1990. After years of manual work, they moved to WEX Field Service Management — allowing them to grow their revenue and reach more customers without having to hire a single extra person for the office.



**7**

employees

**\$1.5M**

annual revenue

**400+**

maintenance plans

## Their Challenges

Before WEX FSM, Rick's Repair Heating & Cooling was stuck managing **over 400 maintenance plans manually**. Using Excel for everything made scheduling a mess, and the old software was so clunky it took a full week just to get a new technician up to speed.

**Communication was another constant hurdle.** Owner Kyle Andres spent his days fielding dozens of calls from techs in the field who lacked a way to view equipment labels, filter sizes, and service history while in the field.

**Before WEX FSM, we were limited by software. Now, I'm constantly figuring out new ways to use the platform to improve our business. You're going to be pretty impressed with how it makes your business look to your customers.**

KYLE ANDRES  
OWNER



## WEX Solutions

WEX FSM put all of Rick's customer data in one place. Instead of digging through files, the team now uses the platform to automate the admin work of running an HVAC shop.



- **Automated scheduling:** ZIP code sorting allowed the team to fill three weeks of maintenance calls in just two weeks.
- **Instant field access:** Techs can see model numbers and service history on their phones, ending the constant back-and-forth calls to the office.
- **Fast-track quoting:** The team saves hundreds of hours on paperwork by using copy functions to build new proposals instantly.

## The Results

**\$500k**

**Revenue increase** in one year without adding headcount.

**10%**

**Reduction in drive time** through optimized mapping and localized dispatching.

**90%**

**Faster onboarding:** Training time dropped from one week to one afternoon.

Ready to ditch spreadsheets and start scaling your business?

**> Schedule a demo to get started today.**

