



# Energy Air, Inc.

Experienced improved customer support, communication, and significant monthly savings.

Energy Air, Inc., provides commercial and residential HVAC services in and around Orlando, Florida. In addition to installing and servicing brand name equipment, including products from Carrier, Lennox, and Trane, Energy Air operates its own sheet metal and fiberboard fabrication shop, and maintains a full inventory of materials. The 32-year-old company has approximately 400 employees, a fleet of over 120 vehicles, and an established reputation for quality installations and superior performance.

## Challenges.

With such a large mobile workforce and numerous departments, Energy Air places a high priority on keeping employees connected to each other and to the company's intranet. But keeping the company's 180 wireless phones, two dozen smartphones, and dozen or so air cards functional became problematic with the previous carrier.

"The problem we were facing prior to switching to Verizon Wireless was our previous carrier's customer service," said Energy Air Vice President Jeff Kulp. "It was awful. If we needed a number swapped, or had a damaged phone that needed to be reactivated, it took way too long." Kulp said the carrier's poor customer service eventually became untenable. "It was like pulling teeth to get anything done," he said.

## Solution.

Kulp researched various carriers and eventually decided on Verizon Wireless. "I had confidence in the network," he said, "and the business specialist did a great job in presenting Verizon Wireless as the best choice."

At the same time he switched to Verizon Wireless, Kulp also purchased additional BlackBerry® smartphones, feeling that mobile phone, email, and Web access would foster increased communication and productivity among his staff.

## Results.

Though Kulp's primary goal was better customer service, Energy Air is now paying approximately \$1,000 less per month in service fees than it did with its previous carrier. And though he could have paid even less by going with another carrier, he opted not to. "While Verizon Wireless was less money than our previous carrier, one of their competitors was significantly lower. But the reliable Verizon Wireless network and their strong customer service outweighed the lower cost of the other company," he explained.

Kulp also feels that communication has improved, thanks to the increased use of BlackBerry smartphones. "It's an intangible, so it's hard to put a number on it," he said. "But they definitely pay for themselves. And the sales team has been great."

## THE NETWORK MATTERS.

That's why Energy Air, Inc., has chosen to make its services available on America's largest and most reliable 3G network: Verizon Wireless.

### ENERGY AIR, INC.

#### Company description:

Energy Air, Inc., provides commercial and residential HVAC services in and around Orlando, Florida.

#### Challenges:

- + Needed better, more responsive customer service.
- + Wanted to improve communication.

#### Solution:

- + Switched to Verizon Wireless.
- + Increased use of BlackBerry smartphones.

#### Results:

- + Improved customer support.
- + Saved \$1,000 per month.
- + Improved communication.

"The reliable Verizon Wireless network and their strong customer service outweighed the lower cost of the other company."

—JEFF KULP  
VICE PRESIDENT  
ENERGY AIR, INC.