COMFORT SYSTEMS USA
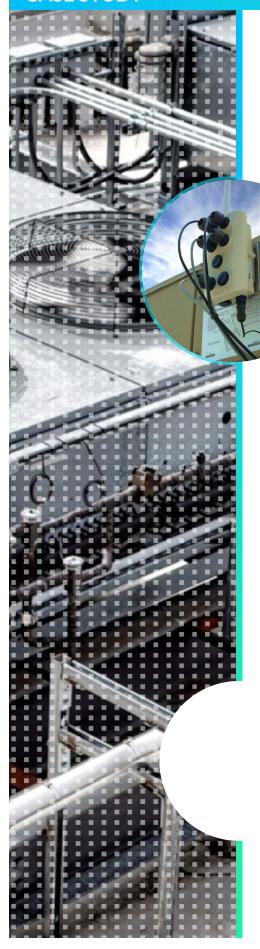
IoT Prevents
HVAC
EMERGENCY

Customer comfort is non-negotiable

Summer in California's Central Valley can be described in three short words: long, hot and dry. In a region where residents and visitors are regularly subjected to triple-digit temperatures, a blast of cool air from a well-functioning air conditioner is more than just a pleasant refresher. It's an essential part of any in-store customer experience.

Orchard Supply Hardware of Modesto, a location of California-based hardware store chain Orchard Supply Hardware (OSH), is located in the heart of the Central Valley. Store employees know all too well how important proper temperature regulation is to their customers' experience, and the store prides itself on providing a pleasant environment year-round.

Helping OSH Modesto maintain those high standards of experience is **Smart HVAC from OptumSoft**, in partnership with CA Comfort Systems. Smart HVAC leverages cutting-edge IoT (Internet of Things) technology to monitor your HVAC operations and deliver real-time insight. With Smart HVAC, sensors continuously monitor key components of the HVAC system. Intelligent software performs real-time past and predictive data analytics to improve efficiency, while also alerting key personnel in case of equipment failure or other warning signs.

OptumSoft

With IoT insight, everyone wins

CA Comfort Systems and OSH Modesto alike recently saw firsthand the value of IoT when Smart HVAC detected a blown relay. Discovered in the middle of a relatively mild winter, it didn't affect customer comfort. It certainly could have become a serious problem, however, had the relay issue not been detected until air conditioning was needed.

Detecting the issue early meant that the Comfort Systems was able to repair the unit during a slower period, saving OSH Modesto the pain of trying to schedule a qualified repair person during a heat wave – not to mention the additional cost associated with an emergency call. Comfort Systems benefits too because it can better space repair work throughout the year, rather than being overwhelmed when the weather turns bad. It's a win-win-win situation.

CA Comfort Systems has always made regular and quality maintenance plans a central part of its HVAC service to the delight of its numerous satisfied customers

Beat the HVAC repair bottleneck with IoT monitoring

HVAC repair professionals are well acquainted with the extremes of the repair cycle. Things are often quiet for months when the weather's pleasant. Then suddenly, the calls come in as the temperature sharply climbs or falls. If a business is unlucky enough to be caught unprepared during a cold snap or heat wave, getting the issue fixed can be costly, time-consuming – or both.

That's why a predictive maintenance strategy is so valuable. CA Comfort Systems has always made regular and quality maintenance plans a central part of its HVAC service to the delight of its numerous satisfied customers. Now, the company partnered with OptumSoft to further optimize their HVAC repair and maintenance programs. Already, customers and repair personnel are benefitting as emergency repair calls are replaced with early preventative fixes rather than costly emergency repairs.

Contact us.

sales@optumsoft.com 800-946-6440

OptumSoft