



## Customer Success Story

### Air Control, Inc.

Clinton, Iowa

Size: 50 Employees, 30 service vehicles

### A Conversation with Ruth Connell, Chief Executive Officer

*Air Control, Inc.* opened for business as a Carrier Air Conditioner authorized dealer in 1956 in Clinton, Iowa, a scenic community of over 27,000 residents on the west bank of the Mississippi River. Since then, three generations of the family have helped the company grow and diversify beyond heating and air conditioning services.

Over 25 years ago, *Air Control* chose FACS Management Systems as their first in-house software system. "When we first went with FACS, there weren't many systems like theirs on the market," CEO Ruth Connell explained. "FACS had a complete accounting program, as well as a service dispatch system. We liked the fact that FACS covers so many aspects of our business with one, fully integrated software program."

At that time, *Air Control* had eight trucks and approximately \$1.5 million annual sales. Even though HVAC continues to be their main business today, they have diversified. Their *ACI Fabricators* division does heavy fabrication of food processing vessels for the food and grain industry. Their *Fireplace By Design* division designs and installs EPA-approved fireplaces; their *ACI Coatings* division provides professional painting and finishing services; and the *Harry Alter & Company* division sells new and used machinery.

With so many big changes in their business, how was *Air Control* able to continue using the same FACS software system? "FACS is extremely versatile," Connell explained, "and that versatility lets us departmentalize our different areas of business without any problems."

### FACS Management Systems helps Air Control grow without hiring extra office staff.

Before becoming a FACS Management Systems customer, *Air Control* needed three administrative staff to handle their \$1.5 million business and eight trucks. "Many years later, thanks to FACS," Connell explained, "we've grown to \$8 million annual sales and 30 vehicles, and we still have three people in our office handling our much bigger business."

### "The people at FACS really care about our success."

"They have served our changing needs over the years very well," Connell said. "Don Bartle FACS' [creator] was a service manager in an HVAC business, so he understands what we do here on a daily basis. He and his team really care about our success and are constantly trying to make us a better company. They will do anything in their power to make sure we succeed."

### Significant milestones along the way

Connell praises FACS Management Systems for not only being user-friendly, but for having regular customer conferences where customers share their experiences and make suggestions for program updates. "Before FACS, Connell emphasized, "running this business was so much more stressful!"

Over the last 25 years as a FACS customer, several specific program upgrades stand out to Connell because they each made a dramatic difference in *Air Control's* efficiency:

**Purchase Order System.** "When FACS introduced the new purchase order system," Connell remarked, "it made life so much easier because it is great for inventory control and job purchases.

**Flat-Rate Pricing.** Connell recognizes the program's upgrade to "flat-rate pricing" based on national standards as a win-win program feature for *Air Control* and their customers. "Flat-rate pricing has leveled the playing field for technicians and customers," Connell explained. "Now every homeowner pays the same price for the same service. It is a fairer way to do it and is more profitable. Our technicians are able to collect cash during their service calls, and that really helps our cash flow."

**Windows-based Operating System.** When FACS changed from a Unix-based operating system to a Windows-based system, Connell said, "This change has made it easier and more comfortable for everyone."

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