



Software Scales to Help an Award-Winning HVAC Company Grow

Background

JonLe Heating & Cooling is a Cincinnati-based HVAC systems company with more than 50 years of experience. The company installs, repairs, and maintains HVAC systems, and it has installed more than 50,000 Carrier HVAC systems to date. With a focus on providing innovative solutions, the company has grown to service all of the greater Cincinnati area, reaching into Ohio, Kentucky, and Indiana.

THE PROBLEM

Expected Growth Calls for Scalable, All-in-One Software

In 1990, Greg Leisgang, president of JonLe Heating & Cooling, knew he needed technology if he wanted his company to thrive in the rapidly advancing HVAC industry. JonLe Heating & Cooling planned to grow in the coming years, and Leisgang needed field service software that would allow his team to reach more customers, more efficiently.

Unfortunately, most field service software wasn't designed to scale alongside growing companies.

Metrics



Software adapts to company's needs over 30 years and **more than \$6 million** in revenue growth



Software lowers manual data entry by an estimated **50-75 percent**



Software helps internal office operate at **twice the efficiency** of similarly sized companies

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Greg Leisgang, president of JonLe Heating & Cooling

In addition to needing software that was scalable, Leisgang needed software that could help cut out the day-to-day inefficiencies that were holding his team back.

“At the time, we were doing a lot of spreadsheet programming and database programming,” he recalls. “We were just looking for a solution that allowed us to wrap our arms around all of the modules that we utilize on the day-to-day basis.”

Even though Davisware was a young company at the time, he says it was this all-in-one approach that initially drew him to Davisware’s software. He says he saw the potential in all-in-one software to drastically cut down manual entry, and he was committed to picking the right solution the first time around.

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THE SOLUTION

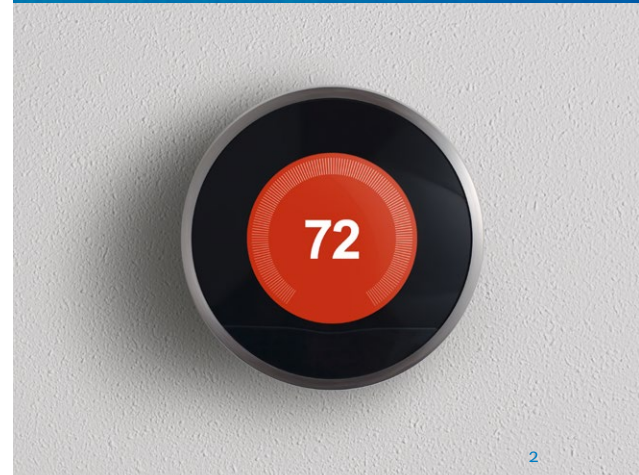
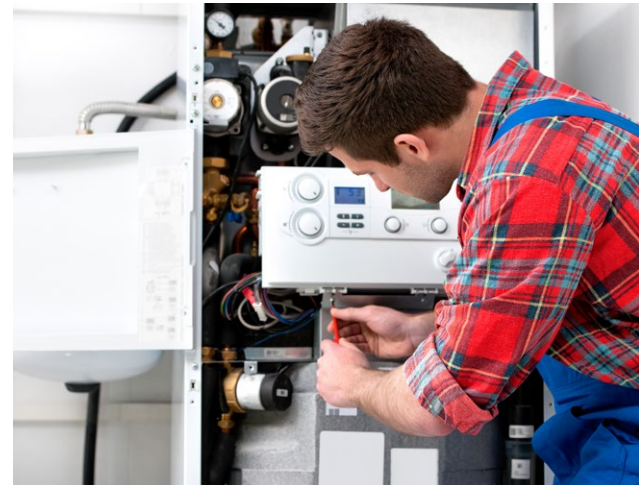


30 Years of All-in-One Software and the Power of GlobalEdge

Leisgang decided to first implement Davisware’s software in 1990, and over the next 30 years, his team has used it to push JonLe Heating & Cooling forward. Shortly after implementation, the JonLe team gradually started adding functions as new needs popped up.

“When we purchased Davisware, we implemented it module by module, and the last module we implemented was payroll,” Leisgang recalls. “Since that time, their technology has really exploded.”

Rather than having to pick up new software to address every new function, JonLe was able to adapt Davisware’s all-in-one software to its needs. As JonLe Heating & Cooling grew steadily, Leisgang says Davisware’s software scaled beautifully alongside the company.





At the same time, he says Davisware quickly became a reliable partner—working closely with the team to find solutions that fit JonLe Heating & Cooling’s goals.

“We provided them with a tremendous amount of feedback, and they took it,” Leisgang says. “They embraced our good ideas and put them into their products.”

As advanced as the early systems were, Leisgang says JonLe Heating & Cooling took its service to the next level when Davisware launched its flagship program: GlobalEdge.

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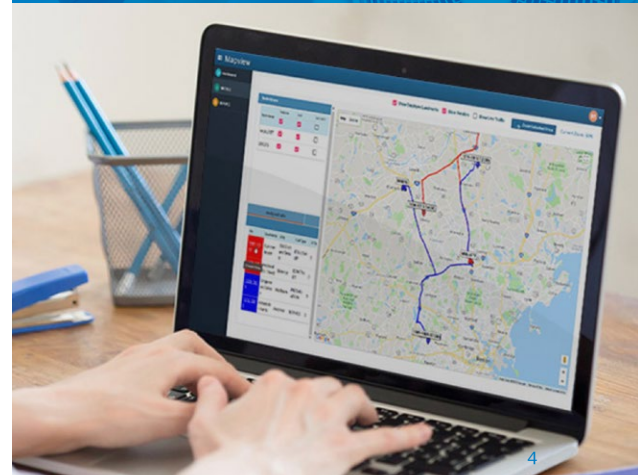
[GlobalEdge is a powerful](#) all-in-one field service platform designed to cover every aspect of the field service business. It lets companies like JonLe Heating & Cooling control everything from dispatching, job management, and payroll to inventory management, purchase orders, and more, in one place.

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In addition to providing the convenience of a fully digital commerce environment, GlobalEdge has helped JonLe Heating & Cooling eliminate all paper processes and boost productivity throughout the entire team.

“When we migrated to the [GlobalEdge] SQL environment, it enabled us to eliminate all of our paper processes,” Leisgang explains. “We coupled that with the enhancements they’ve made with their service module, and their remote field service that we’ve embraced with technician tablets and signature capture—all of those efficiencies of scale.”



THE RESULTS

Growth, Streamlined Processes, and Higher Profits

In the time since they first implemented Davisware software, JonLe has grown exponentially. Leisgang estimates the company's operation has roughly tripled in its 30 years with Davisware. What's more, he says revenue has climbed from half a million dollars to roughly \$7 million today. All the while, as JonLe grew, Davisware's customizable software scaled to deliver new capabilities for company leaders.



\$7 Million
in revenue today

Equally important, GlobalEdge has helped JonLe Heating & Cooling turn a bigger chunk of that revenue into profit. By pushing finances and customer information into a digital environment, the company has drastically elevated its productivity—especially in its back offices.

Because his team doesn't have to bother with multiple logins or plug numbers into different programs, Leisgang says he's seen his office efficiency skyrocket—requiring an estimated 50 percent less office labor than similarly sized companies.



50% less
office labor

“Whereas a company my size might have 10, 12, or more people in the office, we have four people in our office, and they handle everything,” Leisgang notes. “We process our payroll in-house; we do our receivables and all of our payables. Everything is done by four staff members. You go into other companies, and they just can't believe you can do all of that with such a small amount of organizational control.”

Leisgang says GlobalEdge has also trimmed down processes and opened up new opportunities for growth. By picking up GlobalEdge, he says JonLe has reduced simple data entry by 50-75 percent. Leisgang also says the time his team saves is funneled directly into bringing in, and serving, more customers.

“We were looking for a system where we didn't need to input data two or three times to achieve the same end result,” Leisgang explains. “It enables us to focus more on sales and focus more on revenue generation than paperwork processes.”

Today the company's focus on the customer seems to have paid off. In addition to driving higher profits, JonLe Heating & Cooling's focus on innovation, as well as its ability to adjust processes to fit customers' needs, has landed the company [numerous awards](#), including ACCA Quality Contractor of the Year and the Carrier Distinguished Dealer Award.



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THE FUTURE

Continuing to Capitalize on Field Service Trends

In the future, Leisgang says JonLe Heating & Cooling plans to continue to use Davisware's powerful GlobalEdge database to propel the company.

"In the day-to-day operation, we're capturing so many data points in the Davisware GlobalEdge software," Leisgang explains. "What I want to be able to do is improve upon getting better information out of all of the data we're capturing—to give us better KPIs, to give us better metrics to run our business."

In addition to using advanced reports to drive more efficiency, JonLe Heating & Cooling also plans to use customizable GlobalEdge features to connect with customers in real time:

"On the service side of things, customers are continuing to demand more real-time information. I think Davisware is moving in that direction, and they'll continue to stay on that cutting edge."

As JonLe moves forward, Leisgang says he will continue to recommend Davisware and GlobalEdge to companies that want to elevate their performance and gain a competitive edge—no matter the size.

"I would, I have, and I'll continue to recommend Davisware," Leisgang says. "It doesn't matter whether you're like us, a \$7 million company, or a \$300 million company; it will all work the same at a different scale."



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