CUSTOMER SUCCESS STORY · COMPRESSED AIR SERVICING

How J&J Air Systems cut overdue service contracts by 94% and is scaling service without scaling overheads

When Jack Braisher took over J&J Air Systems, the business was still running on paper and spreadsheets. By putting the Service Geeni platform to full use, J&J has cut overdue service contracts by 94%, moved invoicing from a 10-day wait to real time, and built its own live dashboards on the Service Geeni API.

- **94% fewer overdue service contracts**

> "The better we get with Service Geeni, the easier it makes our life and the more work we can take on.
>
> **JACK BRAISHER**
> Managing Director, J&J Air Systems

The Challenge

- A large backlog of overdue service contracts, with many historic agreements left to lapse.
- Paper job sheets, edited by hand, meant a 10-day average wait to invoice.
- Quoting in Excel, Word and PDF, and scheduling in a paper diary.
- Useful reports existed but weren't used, leaving little insight into service income.

Why Service Geeni

- Service Geeni replaced slow, manual processes and pulled everything into one system.
- The Help Centre made it quick to learn and switch features on.
- The Customer Success team were on hand to help along the way.
- API access let the team build their own tools on top.

Why Now

- New ownership, with Jack Braisher as owner and Managing Director.
- A clear goal to grow service revenue several times over.
- Without growing headcount at the same rate.
- Lapsed contracts were revenue waiting to be rebuilt.

HOW SERVICE GEENI SOLVED IT

Building a connected service operation

Under Jack's leadership, J&J has steadily moved more of its service operation onto Service Geeni. Working through the Service Geeni Help Centre, and building on the API themselves, the team rolled out new capabilities one step at a time.

Rebuilding the service contract base

The team cleansed and restructured its contract records in Service Geeni. That surfaced historic agreements that had been overlooked and gave everyone an accurate view of what was due and when, so J&J can re-engage customers before contracts lapse.

DEDICATED SERVICE CONTRACTS SALESPERSON NOW IN POST

Paperless jobs, real-time invoicing

Engineers now use the Service Geeni mobile app to access job details, record work and capture service information on site. Job sheets are submitted digitally and passed straight through for invoicing, with ComCentre and electronic signatures completing the move to paperless.

Real time invoicing, down from a 10-day average

Stock, sales and reporting visibility

An automated pick list runs every five minutes, giving J&J what Jack calls "much tighter, faster control of our stock". The sales team has an open order book covering the next month, and automated sales and service income reports show leadership where to grow next.

AUTOMATED STOCK PICK LIST EVERY FIVE MINUTES

Building on the Service Geeni API

J&J has gone a step further, using the Service Geeni API to build its own tools.

"We've built a live engineer schedule dashboard, an office TV display pulling real-time job data, and an automated order sync between our website and Service Geeni. So the integration work is already paying off."

JACK BRAISHER, J&J AIR SYSTEMS

Built to grow with the business

As J&J takes on more work, Service Geeni gives it room to grow. With contracts, jobs, stock and invoicing running through one platform, and an open API for building new tools, J&J has systems that will keep pace as the business scales, helping growth rather than holding it back.

THE RESULT

A connected service business, without extra admin headcount

J&J has moved from a paper-based operation to a connected, largely automated service business, with the foundations to grow recurring service revenue while keeping overheads under control.

94%
Fewer overdue service contracts

Real time
Invoicing, down from a 10-day average

5 min
Automated stock pick list cycle

- Digital job sheets replacing paper, with e-signatures rolling out.
- Invoices emailed automatically as soon as a job is submitted.
- A clean, accurate service contract base and a dedicated sales role.
- Stock managed proactively through an automated pick list.
- An open order book covering the next month's sales.
- Live dashboards and website order sync, built in-house on the API.

What's next

J&J's next steps are to finish rolling out e-signatures and digital job sheets on every job, move all quoting onto Service Geeni, and use the API to track supplier performance. Each step takes the business closer to its goal of growing service revenue several times over with the team it has.

94%
Fewer overdue contracts

Real time
Invoicing

3 years
New agreement

"Thank you for taking some of my feedback quite seriously... that's why I signed up for three years."

JACK BRAISHER
Managing Director, J&J Air Systems