

OUR PEOPLE DRIVE INNOVATION

At Shapiro & Duncan, we recognize that being an industry leader in mechanical contracting means providing our people with the right amount of information technology tools. That means we work smarter and not harder. The company has made significant improvements to help adapt to the digital world from smart phones, laptops, tablets and the cloud and to increase employee and customer satisfaction. We have moved away from time-consuming paper-filled processes of the past and embraced new digital tools and software. Check out what we have been up to!

10:32 AM

(301) 315-6260

Shapiro & Duncan
MECHANICAL CONTRACTORS

SERVICE REQUEST

MENU

Service Department 24/7

Name*

Company *

Email *

Phone*

10:31 AM

www.shapiroandduncan.com

(301) 315-6260

Shapiro & Duncan
MECHANICAL CONTRACTORS

MENU

Pre-Construction
Services for owners, architects, engineers and general contractors.

Mechanical Construction
Coordination of deliveries, trades, subcontractors and general contractor.

Prefabrication
Over 51,000 square feet of state-of-the-art workstations and equipment.

Service
Our service department operates 24 hours a day, 7 days a week.

WE WENT MOBILE!

Why? Because our customers and employees expect it. We wanted to enhance communication in the field, and allow our service team to become more responsive. 90% of people move between devices to accomplish a goal, whether that's on a smartphone, PC, tablets or TVs. We understand employees enjoy having the option to conduct work through a mobile device and that our customers like having the ability to place a service request at their finger tips.

If you choose to place an HVAC service request via your mobile phone or directly from our website, our service department receives your request immediately. The call is then initiated, and a service technician is dispatched to the address you have provided. All customers receive immediate feedback, including an estimated arrival time, and will have access to the technician's diagnosis, including the estimated cost and time to complete the work. Just click on the red service request button and your call is on its way!

TIME IS TECHING

It's been a few years since Shapiro & Duncan first introduced the tech tool. Our HVAC service technicians are able to access an online system via their smart phones or tablet to access failed equipment, and view the history of equipment. In addition, all techs can update service tickets and order parts. Our clients are most happy with the option to approve work on the go, and on-site, right away. We eliminated the traditional process in which 1- the technician would use to access and diagnose failures with the equipment, 2- fill out a service ticket and send it in for review, 3- a proposal would then be generated and finally, sent to the client. That's one lengthy process! We believed the tech tool could help us eliminate all of that wasted time and paper and it did.