

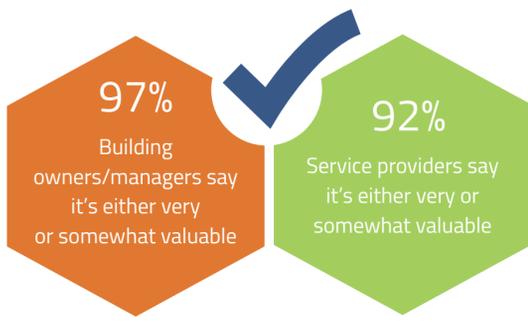
HVAC 2017 Industry Trends

The business of installing, maintaining and repairing industrial and commercial HVAC systems is ever-changing – not only in how services are delivered, but also how those services are documented for building owners and managers.

We interviewed a select group of building owners/managers and the service companies that support them, to understand the increasing role technology is playing in the HVAC services field.

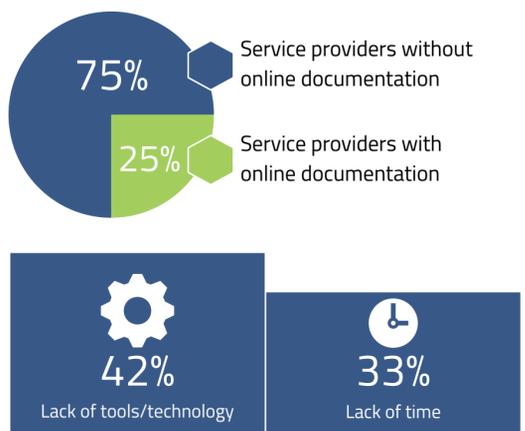
Real-Time Access Rules

Both building owners/managers and service companies agree that replacing old-school paper-based service documentation with online verifiable reporting available 24/7 is a key benefit.



The Challenge

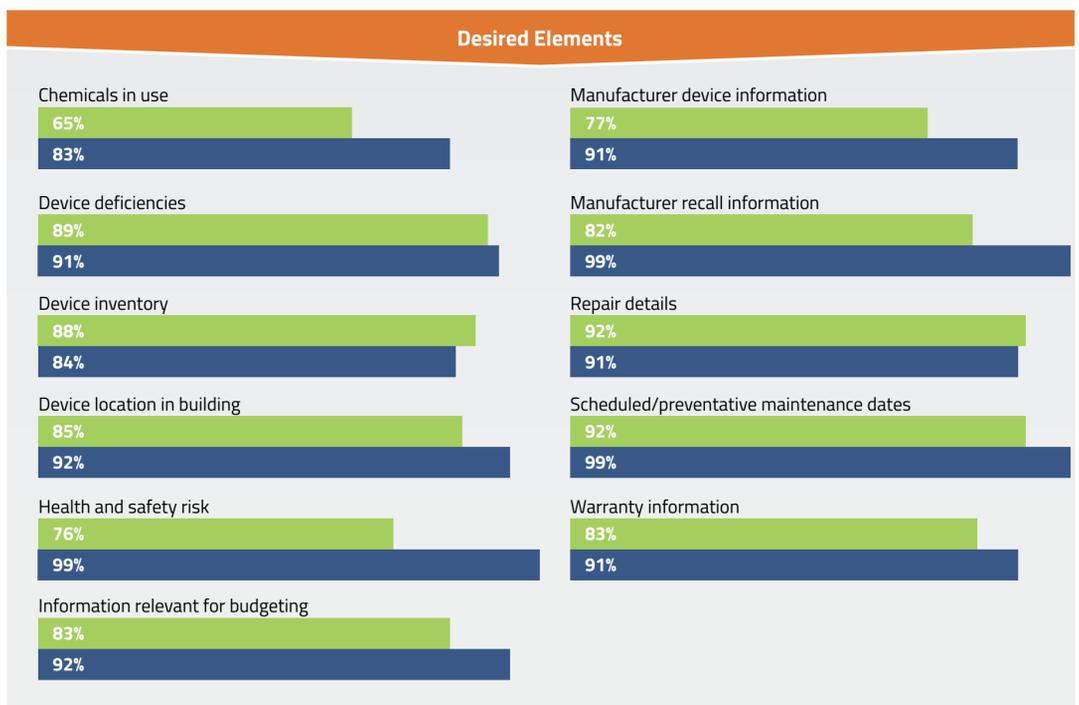
While building owners/managers clearly desire online inspection reporting and service providers want to deliver, substantial challenges still prevent them from delivering.



What's Needed?

Service providers and building owners/managers also agree on many of the things they would most like to see in online HVAC.

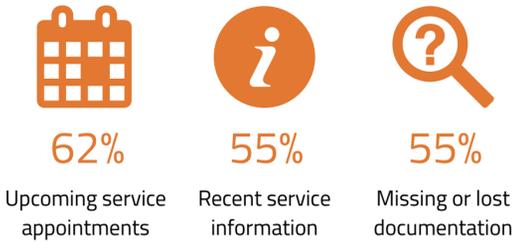
Building Owner/Manager Service Provider



Avoiding the Call

HVAC professionals agree that readily accessible online information can avoid the need for inefficient calls and emails to service providers.

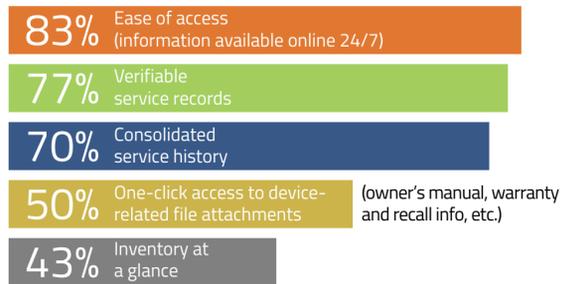
Currently, the majority of these calls are made for:



It's in the Details

Paperless reporting gives building owners/managers ready access to key service data, warranty info, device recalls and manufacturer documentation.

Respondents identified the top five paperless benefits as:



The Road to World Class

The service areas identified as having the most impact on service provider's bottom line reflect the trend toward these companies playing a more consultative role in building management.



Trust is Earned, Not Awarded

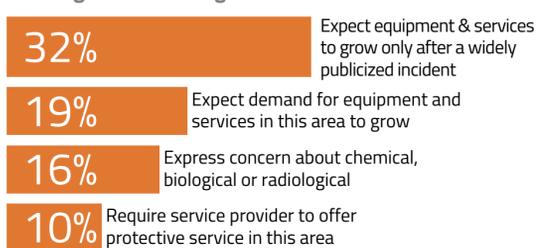
More than half (53%) of service providers believe to have the full trust of their building owner/manager customers and 31 percent are willing to earn that trust on every job. The actual trust factor among building owners/ managers is higher at 66 percent with only 6 percent claiming they actually lack confidence in their provider.

An analysis of some of the key trends impacting both building owners/managers and service providers produced some interesting, and perhaps unexpected, results in the areas of building safety and health, as well as both green and smart building initiatives.

Safety and Security

External threats are one of the lesser priorities for HVAC professionals. However, service companies demonstrate a somewhat higher sense of concern over building safety related to security threats.

Building Owner/Manager

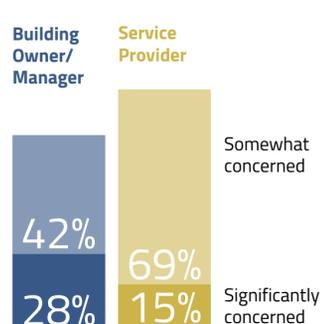


Service Companies



Building Health

Black mold and Legionnaire's disease, along with other medically-oriented health risks, are on the minds of both building owners/managers and service providers.



Green and Smart

Building owners/managers don't yet seem highly concerned about the need to go green or implement smart building technology, but service providers are ready when the need arises.



About the HVAC 2017 Industry Trends Survey

BuildingReports commissioned a blind survey of HVAC professionals including building owners/property managers and service companies, conducted in Q1 2017. Respondents were a mix of owners, executives, managers and field technicians.

About BuildingReports

Building safety compliance and accurate equipment inspections are critical to service companies, building owners and fire and safety officials who are charged with safeguarding occupants. BuildingReports' mobile and online inspection tools enable inspectors to gather data on fire and life safety devices and installed HVAC equipment and systems quickly to ensure that they are working properly, meet code requirements, identify actions needed to meet compliance and deliver key performance information through easily verifiable inspection reports. With millions of reports, hundreds of thousands of buildings and over 800 service providers, BuildingReports has earned its reputation as the trusted name in compliance reporting.

