



CoolSys has nearly 150 years of experience in commercial refrigeration and HVAC services, providing system design, installation, preventative maintenance, repairs, and energy use efficiency to some of the countries' largest retail stores and franchises.

impact

- Improved service call response times and employee productivity
- Increased operating margins by 4-5%
- Reduced employee turnover by 52%

issues and goals

CoolSys runs a complex operation. With countless technicians in trucks handling work orders, customers, and technical issues, maintaining operating margins and reducing turnover was challenging. In addition, CoolSys' is private equity backed, meaning it has a limited time horizon to execute on its buy and build strategy.

Additionally, when CoolSys engaged Blue Margin, the company was struggling to integrate data being generated by 18 different companies.

solution

CoolSys brought in Blue Margin for its expertise in implementing business intelligence for mid-market, sponsored companies. The team, through a series of sprints, began delivering dashboard insights to help streamline daily operations. Ultimately, the team established a central data warehouse to cover all aspects of finance and operations. Furthermore, Blue Margin

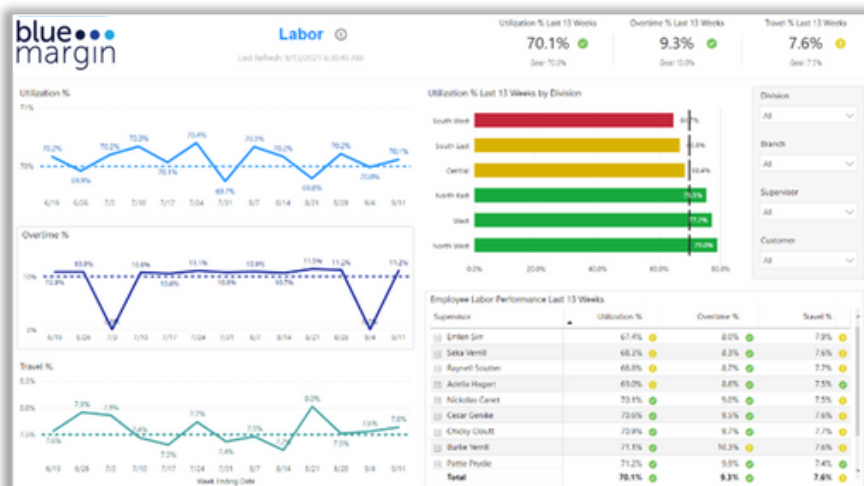
developed dashboards coordinating all functional areas through a single pane of glass. As Michelle Nares, Director of Operations, put it, "We partnered with Blue Margin to create an environment where we could put data from 18 companies and disparate systems into a single repository, and built reports as an interim scaffolding while we integrate the ecosystem."

While many companies wait years to gain a consolidated view of their enterprise until they have integrated ERP systems, Blue Margin's work helped CoolSys acquire an integrated view at the data layer in short order.

results

CoolSys attributes a meaningful increase in margins directly to the insights they gained from the business intelligence system developed with Blue Margin. A new level of data intelligence has enabled CoolSys' leadership to focus on executing their buy and build strategy, rather than reacting to turnover and operational issues.

"Our data insight is the cornerstone to our growth, helping us increase operating margins 4-5% and reduce turnover by 52%. I equate it to being the captain of a ship. Without data insight, you're in a very busy shipping lane with heavy fog, no radar, and you're flying blind. With Blue Margin's help, **we can walk on the bridge and the gauges are turning on and coming to life."**



"Our data insight is the cornerstone to our growth."

"We rate Blue Margin at a 10/10. No questions asked."