
How a smartphone app helps this installer meet his biggest challenge

The situation

If there is one thing Damien Languille needs more of, it's time.

"That's the thing today. Time, time, time. Lack of time," says the self-employed heating engineer. He has an installing company based out of Boult in the Bourgogne-Franche-Comté region of France. Lately, most of his work involves installing boilers and heat pumps for private clients.

"We try to be on trend," he says. "The main challenge for my company is to satisfy 100% of my customers. It's really difficult today. Especially because I work alone. I'm always short of time."

Damien Languille inherited his father's business 25 years ago. "I started as a young apprentice," he says. "Work has evolved a lot since then. We went from low-temperature boilers to much more evolved technologies such as heat pumps. It's very difficult to always be informed and move in the right direction, also regarding state regulations and environmental concerns."

The solution and outcome

Damien says that one way he saves time is with digital tools from Grundfos.

"I'm thinking about smartphone apps, of course. There are quite a few," he says. "You don't need a network. You can use the apps immediately. They're intuitive, they're easy to work with. They save me a lot of time." The app he uses the most is Go Install with its database, selection or replacement guide of Grundfos domestic products. "It's comprehensive. You can calibrate your circulators yourself – and your needs according to the water

TOPIC:

Grundfos Go smartphone app for Installers

LOCATION:

Bourgogne-Franche-Comté, France

COMPANY:

EURL DAMIEN LANGUILLE

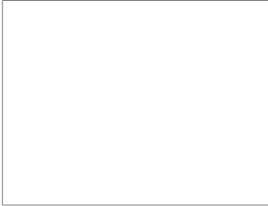
columns, according to the output, the gauge ... To me, that's my preferred app."

He mentions other Grundfos apps he uses, as well, including Go Balance and Go Remote. He adds, "You feel safe, you feel supported. The after-sales service is present – either through the apps or through the technical or commercial services. I have to admit that Grundfos is very important for me, because Grundfos answers all the problems we may find in everyday work."

The outcome

Damien Languille says the most important factor of success for him is meeting his clients' expectations. "Today, this is my pride," he says. "The nice installations that we create. And when you press the button, it works. When everything works the first time, it's a huge time-saving feat. This is my pride today. A satisfied customer."

Related Products



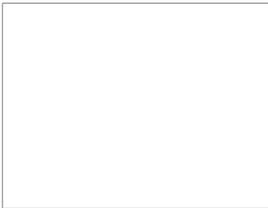
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