



NEWS RELEASE

Mechanical Contractors Association of America

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FOR IMMEDIATE RELEASE

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H.T. Lyons, Inc. Earns E. Robert Kent Award for Innovation *Company's Serviceeye web application has improved O&M handoff, saved tens of thousands of dollars in time and service labor, added to customer satisfaction*

ROCKVILLE, MD— H.T. Lyons, Inc., a mechanical contractor located in Eastern Pennsylvania, received the Mechanical Contractors Association of America's (MCAA) E. Robert Kent Award for Management Innovation for its Serviceeye web application. The award honors an MCAA member firm whose innovation improves productivity, increases our cost-effectiveness, or otherwise improves the mechanical industry.

H.T. Lyons, Inc. President Rick Perosa and Building Automation and Commissioning Manager Rich Bracy accepted the award from MCAA President Bob Armistead and Management Methods Committee representative Mike Candido on March 9, during the Annual Awards of Excellence Breakfast at the association's annual convention in Wailea, Maui, Hawaii.

The Serviceeye application was developed by H.T. Lyons, Inc. staff to assist the company in maintaining strong relationships with repeat customers by providing outstanding service. Input was provided by the company's service mechanics, project managers and dispatchers.

Serviceeye allows service technicians to use wireless workbooks to access O&M data, service reports, and detailed service history on equipment. Technicians use Serviceeye to create

electronic service reports, which are automatically e-mailed to customers and supervisors. The same information automatically feeds into the company's payroll and billing systems.

Serviceeye has improved the O&M handoff from construction to service, and can provide a cost-effective remote monitoring solution as well. The application has saved H.T. Lyons tens of thousands of dollars in paperwork time and service labor while adding to customer satisfaction.

The Mechanical Contractors Association of America, Inc. (MCAA) serves the unique needs of approximately 2,500 firms involved in heating, air conditioning, refrigeration, plumbing, piping, and mechanical service. We do this by providing our members with high-quality educational materials and programs to help them attain the highest level of managerial and technical expertise. MCAA includes the Mechanical Service Contractors of America, the Plumbing Contractors of America, the Manufacturer/Supplier Council, the Mechanical Contracting Education and Research Foundation and the National Certified Pipe Welding Bureau.

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