



N.E.T.R. Inc.
HEATING AND COOLING SYSTEMS

CASE STUDY

Heating and Cooling Contractor Reduces Training Costs and Tech In-Field Errors with Simulation-based Learning Paths

AT A GLANCE

ABOUT N.E.T.R., INC.

- Leading HVAC contractor for residential heating and cooling and commercial HVAC systems in Boston and surrounding areas
- Largest ductless contractor in New England
- Has a team of more than 30 dedicated residential installation staff

CHALLENGES

- The company's callback and field error costs were rising due to an improvised service training program
- Developing an in-house training program was too resource intensive
- A formal new hire safety program protocol requirement was initiated by N.E.T.R.'s insurance carrier
- They needed an efficient method to develop their lower-level techs into higher-level techs

RESULTS

- Reduced management overhead by outsourcing training course content
- Automated the verification and assessment of new hire training requirements, meeting their insurance company's safety program protocol
- Improved employee in-field performance with group simulation training sessions that reinforced assigned HVAC fundamentals coursework
- Facilitated career advancement opportunities and incentive programs using Interplay's content library and Command Center data



Reduced training overhead expenses



Improved employee field performance



Established safety program protocol



Created Install to Service career pathways

SUMMARY

- N.E.T.R., Inc is the largest ductless contractor in New England, with a team of over 30 dedicated residential installation staff
- Outsourcing their service training content to Interplay Learning freed up valuable company resources to put towards employee skill development and field error reduction
- Bi-weekly Zoom training sessions featured HVAC troubleshooting simulations, increasing employee exposure to real-world practice in a supportive, collaborative environment
- Created and assigned personalized learning paths giving employees a clear and objective roadmap to safely and effectively develop their service skills, creating opportunities for advancement

MANAGEMENT FOCUSED ON RUNNING BUSINESS

Mike Cappuccio, Founder and General Manager of N.E.T.R., Inc, was no stranger to developing in-house training programs. After spending tens of thousands of dollars authoring and developing their custom installation program from scratch, he felt unprepared to dedicate the same time and resources to create a much needed service training program.

Without a formal program in place, knowledge gaps in safety and fundamental HVAC concepts, like the state of refrigerants, superheat



“I saw one kid, early 20’s, go from nothing to something in 6 months. He went through the training, started as a Helper, and now he’s moving into the service department and he’s going to become a Service Technician. We all track what he’s doing in his training. You can see he’s a kid that wants to learn, he wants to advance and he wants to get to the next level. In 6 months, with Interplay’s training, he increased his pay by 25%.”

— Mike Cappuccio,
Founder and General
Manager of N.E.T.R., Inc

and subcooling, were growing. Training on the fly was contributing to growing costs and callbacks, and it was difficult to upskill, assess and promote his lower-level techs in a standardized way. Also, their insurance provider required the documentation of a formal safety training protocol.

This time around, Mike wanted to dedicate his time to his passion — teaching and mentoring a solid team of technicians. He decided to outsource his training content to a provider that could handle the toughest part of his job — managing the content, assessment and training of his workforce.

OUTSOURCING THE HARDEST PART OF THE JOB

After discovering SkillMill™, Mike not only found the in-depth safety and HVAC fundamentals course content he was looking for, but an entire platform with tools he could leverage to assess, reward and grow his technician’s careers.

“One thing I really like in this industry is teaching. If I could teach all day, I’d open up a school. I’ve even thought about opening up a school and teaching Interplay courses. That’s how good it is!”

N.E.T.R., Inc implemented SkillMill as their main teaching aid during their bi-weekly Zoom training sessions. Starting with Interplay’s beginner-level courses, they now had a ready-made training roadmap in place where they alternated between instructional content one session and simulations the next. The simulations really helped reinforce the fundamentals in a virtual lab environment, where students could share their screen, and walk through simulations they encountered in their work week. Employees then earned points towards quarterly bonuses for training adherence.

“We felt training was such an important initiative that we paid our employees to attend the sessions and based 50% of the bonus criteria on the completion of assigned Interplay courses.”

Employees were also assigned learning paths to complete in their own time according to individual skill level, with every employee required to start with safety compliance training — an important requirement of their insurance provider. With the Command Center tool, Mike and his Managers now had a way to track training initiatives and see who was field-ready for jobs, resulting in reduced field errors. Furthermore, the company could pick out their A players and reward them accordingly.

Interplay’s full-stop training solution prevented Mike from having to reinvent the wheel, lowered costs and freed up his time to focus on his favorite part of the job — mentoring his technicians.