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## Boosting Business at Thermo King Pittsburgh with DIS Analytics



### About:

Founded in 1971, Thermo King Pittsburgh has transformed from a modest two-bay garage into a diversified enterprise with a 9-bay main facility and two additional service centers. Lauren Simkovic, Chief Financial Officer at TK Pittsburgh, highlights the impact of DIS Analytics and its reports in expediting data processing and allowing for faster, well-informed business decisions.



### Challenge:

The lack of real-time data hampered informed decision-making. Conventional reporting was static and delayed, often extending a month or more post the analysis period. A substantial amount of time was devoted to manually processing data through separate reports and spreadsheets to attain critical business insights.



### Solution:

DIS Analytics rendered near real-time data, updated daily, enabling proactive management across various business spectrums. The automation and effective drill-down capabilities drastically reduced the time spent on data processing, making way for swift, informed decisions.



*DIS Analytics allowed us to be proactive in our business to ensure technician efficiencies are met, sales budgets are tracked, and revenue and margin goals are attained.*

**Lauren Simkovic**, Chief Financial Officer, Thermo King, Pittsburgh



## Key Reports Being Used:

### Sales Gross Profit Dashboard

- Helps managers keep a close eye on sales goals every month.
- Also allows a deeper look into sales numbers, which is great for discussion among managers.
- It helps everyone understand where they stand – whether it's about selling equipment, services, or parts.

### Technician Efficiency Dashboard

- Provides a simple view of how the entire technician team is performing.
- It helps ensure technicians are well-utilized and improving over time and to achieve their efficiency goals of 87% and above.

### Receivables Dashboard

- The dashboard also shows how many days a payment is overdue, helping to plan better and know when to expect money to come in, especially when there's a lot of money moving in and out.
- It also helps keep tabs on cash and tackle any payment issues promptly.

### Lauren's Analytics Tips:

- Don't be overwhelmed by the amount of data that is presented. Have a clear idea of the data you need and use the filtering and "drill down" capabilities to help you get there.
- New users should visit the Glossary section of each report to understand how calculations are formulated and to take note of any "best practices" for using the data.



*The real-time speed of accessing and analyzing your organization's data is a powerful tool for allowing managers and executives to make corrective and impactful decisions to set your business up for ultimate success.*

**Lauren Simkovic**, Chief Financial Officer, Thermo King, Pittsburgh