

## Footprint

Pacific Northwest

## Founded

1965

## Number of Techs

140

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“Capturing photo and video content of the opportunities our technicians find in the field has become extremely valuable to our customers. It is becoming an expectation in our marketplace. XOi’s platform provides a clean way to connect our customers with the solutions we provide. It has also become a useful training tool for mentoring and developing technicians.”

**RORY OLSON**  
Service Operations  
Manager



## Overview

As the Pacific Northwest’s top choice, design-built mechanical contractor, MacDonald-Miller Facility Solutions (MacMiller) takes pride in providing a safe and healthy environment for building occupants, as well as overall sustainability, excellent indoor air quality, and improved operations of existing and new facilities. With more than 1,000 employees, including 100 service technicians, MacMiller is a leader in design, retrofit, and service capabilities in the Pacific Northwest, counting Nike, Boeing, and Microsoft among its clients.

As an industry leader, MacMiller continuously looks for new and innovative ways to improve their service and stay ahead of the competition. To ensure continued success, company executives identified mobility and collaboration technology as two key growth drivers, and sought a technology solution that could improve their service offering and further differentiate the company from its competitors.

## Partnering With XOi



Market differentiation—utilize the platform as a sales tool to differentiate MacMiller from its competition



Streamlined and efficient workflows with visual documentation of recommended and performed work



Seamless integration with KEY2ACT



User friendly application—makes video and content capture easy for techs



Dedicated XOi support team—true partnership when getting techs up to speed on the platform and listening to customer feedback