



VAN HOOK SERVICE

SkillCat: The upgraded training solution Van Hook needed.

Introduction

SkillCat, a cutting-edge mobile maintenance training platform, is making a significant impact in the HVAC industry by providing innovative training solutions for companies like Van Hook Service. Van Hook Service, the largest non-union service provider in the Northeast, specializes in industrial and commercial refrigeration, HVAC, minor installations, and more. With a rapidly growing team of over 120 employees across various regions, the company sought a training program to accommodate their unique challenges and meet their specific needs.

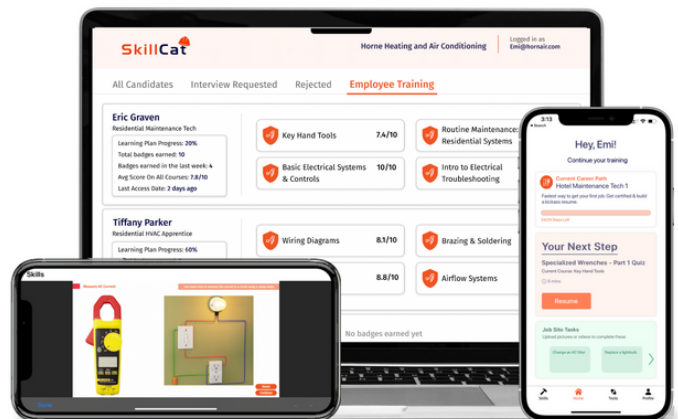
SkillCat Discovery

Van Hook Services' journey with SkillCat began when one of their technicians asked to use SkillCat instead of their current training solution. Management at Van Hook, was unhappy with the current training platform and decided to learn more about SkillCat.



Upon further investigation, Joe Micciche and Matt Hill, Managers at Van Hook, found that SkillCat would address the connectivity issues and unfriendly user experience they were experiencing with their current solution. Joe said,

"We needed to replace our existing training solution. I didn't like the simulations. The simulations were very clunky, sometimes too clunky to complete. I also didn't like the course structure at all."



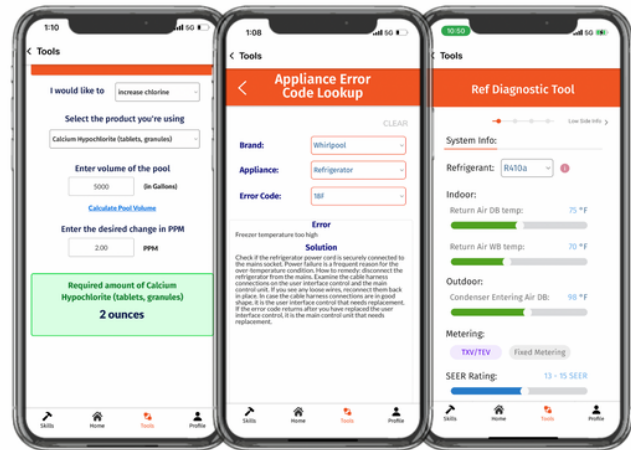
Smooth Learning Experience

The technicians at Van Hook Service love SkillCat for its smooth learning experience, particularly on mobile devices. The short modules in each course enabled them to make progress during short breaks in their workday. Joe highlighted that the interactive courses were an instant hit, allowing technicians to engage with the content easily during downtime, leading to increased efficiency and engagement.

“I would say about 85% to 90% are putting in effort and going through the programs. In the last two or three weeks, it's really, really gone crazy. Guys are putting in a lot of effort and, and working their way through the learning paths. It's almost like a good book they can't put down.”

Customization and Flexibility

Van Hook Service appreciates the level of customization SkillCat offers, allowing them to structure learning paths according to their specific needs and review schedules. The ability to track progress and tailor learning experiences for different job roles was a significant advantage in their training strategy. One of the selling points for them was the customized course creation that SkillCat offers so they can ensure their technicians are getting trained on exactly what they need, no fluff.



Technician Feedback

The technicians' feedback was overwhelmingly positive, with comparisons drawn between SkillCat and previous training platforms. SkillCat's ease of use, relevant content, and on-demand nature resonated with the technicians, enhancing their training experience. Van Hook Service was particularly pleased with SkillCat's proactive approach to flexibility, Joe said,

“Our technicians like that the courses are divided into short segments. I know a lot of guys will be working on a unit and have 10 minutes of downtime while the system comes up with a line and they can pull it open on their phone and do a quick little segment of a unit and then put their phone away and continue on doing what they're doing.”

SkillCat vs others.

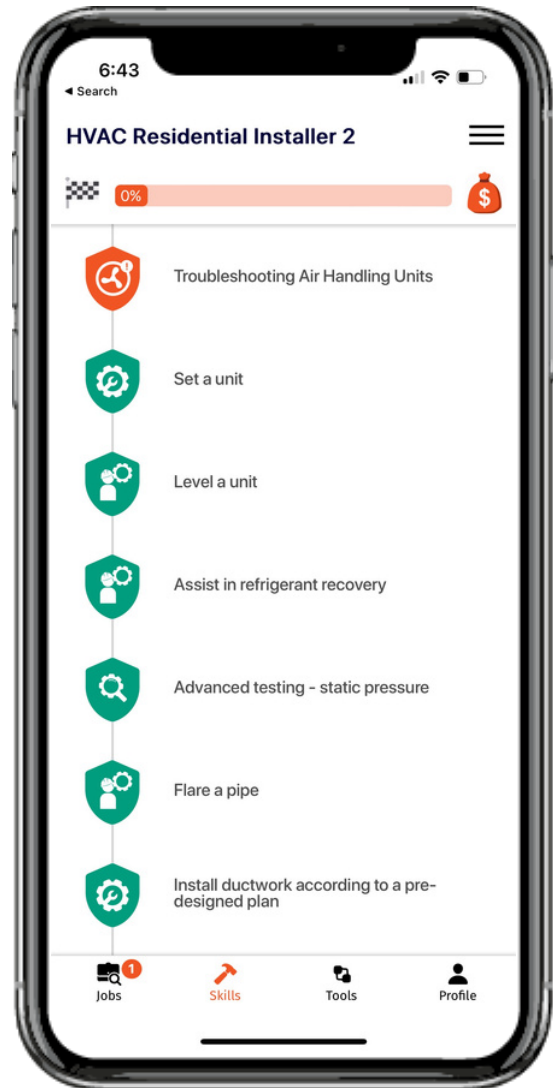
What sets SkillCat apart for Van Hook Service is the user-focused approach and adaptability. Unlike the clunky simulations and rigid course structures of their previous system, SkillCat's courses are designed with the technician in mind, broken down into manageable segments that can be easily fit into a tech's busy schedule. The courses' engaging and interactive nature ensures that learning isn't a chore but an enjoyable experience during breaks or downtime. Furthermore, the commitment to customization and ongoing improvement means that SkillCat is not just a one-size-fits-all solution but a partner that actively collaborates to address specific needs and continuously enhance the platform.

Conclusion

Looking ahead, Joe knows SkillCat will revolutionize how Van Hook Service approaches technician training. The standardized training foundation provided by SkillCat ensures that all apprentices and junior mechanics start with the same knowledge base.

SkillCat's contribution to streamlining training, enhancing field performance, and fostering professional growth reflects a promising partnership between innovation and industry expertise.

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As Van Hook Service grows, SkillCat will play an instrumental role in shaping its success story by equipping its technicians with the tools they need to excel.

“Our technicians love SkillCat because then they can go home at night and spend time with their family, and not have to worry about opening up their iPad or iPhone and complete their training.”