



CASE STUDY - Hampshire Fire Protection

In the summer of 1977, Larry Thibodeau took a job installing fire sprinklers. It was an excellent job for the summer before college, and it paid very well. Come September; Larry went off to college to become an accountant as he had planned. By 1978, Larry decided accounting was not where he wanted to be. He studied sprinkler systems, quit college, and started his own company. That is the origin of Hampshire Fire Protection Company, LLC, located in Londonderry, NH. From these humble beginnings, Hampshire Fire Protection is now one of the biggest and most successful fire protection companies in the northeast.

Hampshire Fire Protection started in fire sprinkler installation, and by the end of the 1980's they added a service division for fire sprinkler systems. By the early 1990's there was such an influx of business they decided to get into fire sprinkler inspections. Over the years growth was consistent, and in 2005 they acquired a fire extinguisher company and added the competency to their growing services. In 2011, Hampshire Fire acquired another entity for fire alarm services. By 2018 Hampshire Fire Protection had acquired ten companies to provide everything in fire protection, "a one-stop-shop for your fire protection needs."

Yet with all this growth, Hampshire Fire was still using pen / paper / pdf forms, and the help of the AFSA handbook to perform all these inspections. It was 2015, and Jimmy Snowden, title at Hampshire Fire, knew that if they wanted to keep up the pace of business and even grow it further, they'd need a well-organized system that could help them run their entire business. "It was hard to keep up with the changing codes, and every report was different. We needed consistency and a system to make it easier to track everything."

When looking for that system, Jimmy joked that some "...will do your fire protection, then do your taxes and clean your suits!" "That's not what we needed," Jimmy continued. "We do everything in fire protection. With 180 employees, we needed to change and get something as dedicated to fire protection as we were." At that point Jimmy came across a demo of Inspect Point. He liked what he saw. "Inspect Point answered all my questions, and there were a lot of them," Jimmy said. "I had specific things in mind that we needed, and they had every one of them," "We like the continuous addition of new features that are easy to learn and can be configured in a way we want them to be. You can add in a ton of specific information." Hampshire Fire uses Inspections, Proposals, Deficiency Management, Service, and Invoicing.

Before Inspect Point, Hampshire Fire had three separate divisions that were disconnected from each other. They can now schedule and quote, inspect and handle deficiencies, and share the information company-wide. Everyone can see and track all activities and follow the process. "Everything is streamlined now," Jimmy said, "and transparent and all in one place. We have a seamless assembly line, and we have Inspect Point to thank for that."

Jimmy added that Hampshire likes the ability to add in items for follow-up, so everything is in one place. "Our deficiency estimator told me that in one year with Inspect Point, we have more than doubled our revenue. Right now, in July 2021, we have reached our revenue goal for the year. We like that Inspect Point is one and done. You put your information in, and it practically runs itself and increases your business while doing it."

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